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Communication, Conflict and Conflict Resolution

Objectives

- Define Communication and Building a Connection Through Empathy
- Discuss the Impact of Communication in the Healthcare Setting
- Identify Sources of Conflict
- Identify Healthy Approaches to Conflict Resolution
 - Platinum Rule Assessment
 - Adapting your Style

WHAT, WHY & HOW

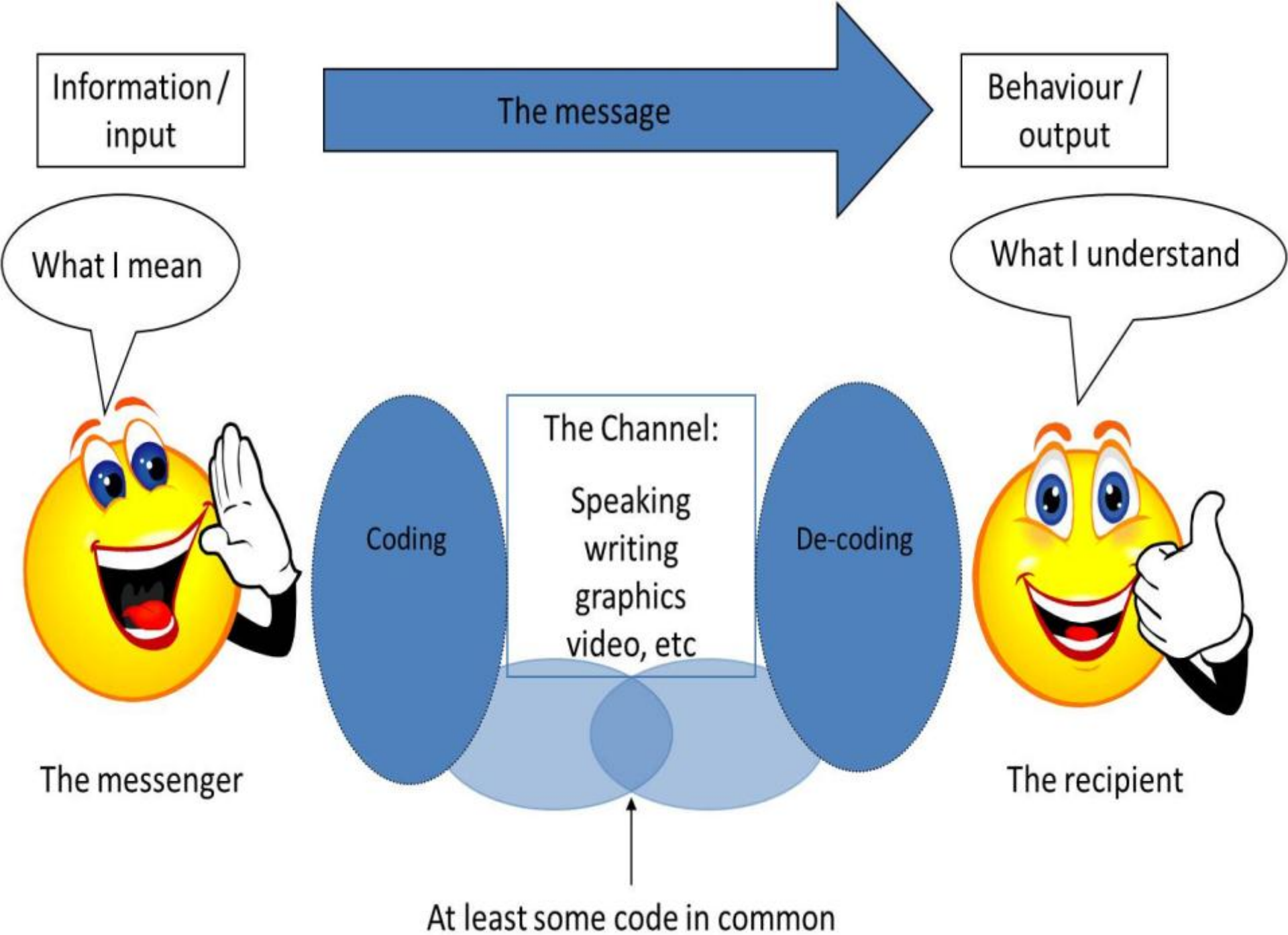
- What is communication?
- What is empathy?
- Why are we discussing this?
- Why does it matter to healthcare providers?
- How can we improve communication?
- How can we resolve conflict in the healthcare setting?



What is Communication?

- 2 – Way
Exchange of
Information
- Mutual
Understanding
- Verbal or
Nonverbal





Communication

Helps us...

- Gather Information
- Connect
- Create a Shared Meaning
- Engage Others
- Empathize



Try to Understand the Other Person

- What is Empathy?
 - Perspective Taking
 - Non-Judgmental
 - Feeling with People
 - It's a Choice

em • pa • thy

noun

The ability to step into the shoes of another person, aiming to understand their feelings and perspectives, and to use that understanding to guide our actions.

- Effective Communication = Connection

Impact of Communication

- Research data identifies effective communication positively impacts healthcare.
 - Patient Outcomes
 - Participation in Care
 - Adherence to Treatment
 - Patient Self – Management
 - Patient Experience
 - Ultimately this decreases costs, increases safety, improves service & advances quality.
 - BONUS - Improved clinician job satisfaction,

Conflict - Health Care Today

- Favorable for High Conflict
 - Expenditure mandates
 - Rapid fire changes
 - Transition



Obstacles

- Many barriers to effective communication.
 - Behavioral Styles
 - Diversity in Healthcare
 - Cultural
 - Generational
 - Life Experiences
 - Language
 - Distractions
 - Technology
 - Anxiety/Uncertainty



Thomas-Kilmann Conflict Modes

ASSERTIVENESS

Focus on my needs,
desired outcomes
and agenda



Competing

- Zero-sum orientation
- Win/lose power struggle

Collaborating

- Expand range of possible options
- Achieve win/win outcomes

Compromising

- Minimally acceptable to all
- Relationships undamaged

Avoiding

- Withdraw from the situation
- Maintain neutrality

Accommodating

- Accede to the other party
- Maintain harmony



COOPERATIVENESS

Focus on others' needs and mutual relationships



INFORM

- Giving ideas and information
- Self-disclose – use 'I'

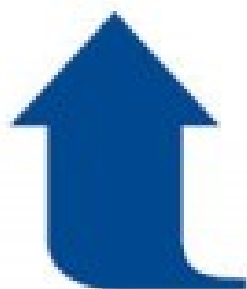


ACKNOWLEDGE

- A verbal signal to let the person know that you've heard and fully understood them. For example, repeating back the essence

INVITE

- Ask Questions, that invite a response



LISTEN

- Duplicate
- Pay attention
- Listen fully
- Make no assumptions



4 Styles of Communication

- Controller/Director
- Promoter/Socializer
- Supporter/Relater
- Analyzer/Thinker

Improve Communication – Adapt Your Style



Assessment Results

- If you circled the G and the D, you tend toward being a **Controller/Director**.
- If you circled the O and D, you show many qualities of a **Promoter/Socializer**.
- If you circled the O and I, you're predominantly a **Supporter/Relater**.
- If you circled the G and I, you have lots of **Analyzer/Thinker** characteristics.

Controller/Director

- Take charge
- Task-oriented individual/focus on the end goal
- Speak directly and prefer to be in control
- Have a sense of urgency
- Fast-paced
- Speak loudly
- Express limited or no emotion
- Make firm decisions
- Competitive

Communicating with a Controller/Director

- Be clear, brief, fast and precise
- Be well-prepared to provide solutions to problems
- Skip small talk and get down to business
- Highlight key points. Avoid going into too much detail
- Find out their goals and provide options with clear costs and benefits
- Provide concrete data to back up claims of progress. Show how goals have been obtained

Promoter/Socializer

- Outgoing –fun to be around; the entertainer
- Thrive on being the center of attention
- Want work to be fun for everyone
- Talkative and open about self; asks others' opinions; love to brainstorm
- Flexible; easily bored with routine
- Optimistic; anything is possible
- Impulsive decision makers
- Intuitive, creative, spontaneous, flamboyant approach



Communicating with a Promoter/Socializer

- Leave plenty of time for talking
- Ask them about their weekend, family, etc. Be prepared to talk about yours
- Help them make a list of priorities, but try to skip the unimportant detail and boring material. Use examples
- When a meeting is over, be clear about who is doing what and by when. Put everything down in writing
- Make them look good in front of others but slow to criticize them
- Motivate with praise

Supporter/Relator

- The most people oriented communication style
- Value interpersonal relationships
- Harmonizer
- Builds network of friends to help do the work
- Value acceptance and stability in circumstances
- Slow with big decisions, dislikes change
- Good listener; timid about voicing contrary opinions; concerned about others feelings
- Easy going; prefer a slow steady pace
- Friendly and sensitive

Communicating with a Supporter/Relator

- Show sincere interest in them as a person
- Be patient; build a relationship and learn more about them before getting down to business
- Be predictable and follow through on your promises
- Be warm and inviting. Do not come across too strong. Focus on their feelings
- Don't push them to get what you need
- Reduce their fears with clear explanations. Provide reassurance



Analyzer/Thinker

- Detailed, logical thinkers who analyze others and situations
- Values accuracy in details and being right
- Plans thoroughly before deciding to act
- Prefers to work alone
- Introverted, quick to think and slow to speak; closed about personal matters
- Highly organized; even plans spontaneity!
- Cautious, logical, thrifty approach
- They have high expectations of others and themselves. This can appear critical and pessimistic

Communicating with an Analyzer/Thinker

- Avoid too much small talk and socializing
- Go slow and give time and space to think things through
- Be well-prepared to answer questions thoroughly with precise data
- Be prepared for skepticism
- List everything in writing
- Deliver what you promise

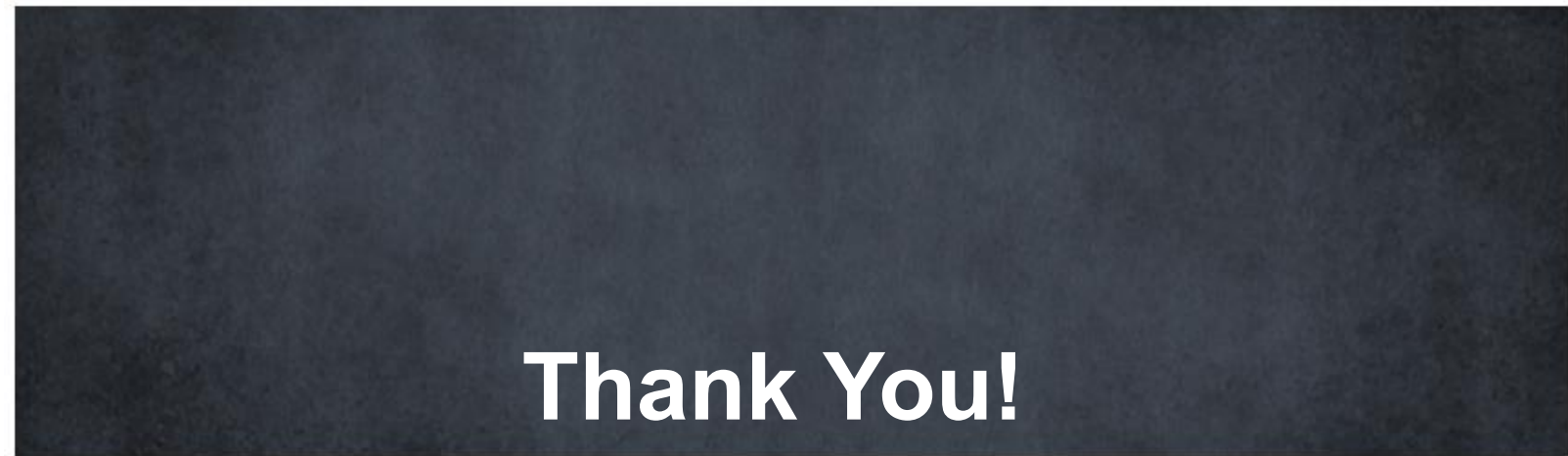
Embracing Differences = Excellence

- Everyone Brings Talent
- Better Together
- Choose Collaboration
- Find the WIN-WIN
- Be a Part of Something Great!!





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Thank You!

