



Today's Facilitator



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The Office of Quality and Safety, Care Experience

Our focus is providing compassionate care by increasing workplace engagement and utilizing role model patient-centered behaviors





Talk it Out

Communicate With a Capital “E” And
Not a Common “e”





Trickle Down Effect Communication

NYC Health + Hospitals

- Interdepartmental Communication
- Cross-Cultural Communication

COMMUNITY

- Staff
- Volunteers
- Students
- Patient Care and Families





The ABC's of Communication



- **Communication does not come easily for many**
- **Communication takes trial and error**
- **You can begin to master communication by going back to the basics**





Capital E-ffective Communication vs. Common e-ffective Communication

- **The difference between the Capital “E” (uppercase) and common “e” (lower case) is one is impactful and the other is unaffacting**
- **A good starting point to being or becoming an Effective communicator as opposed to the lower case effective is Self-Awareness**





Communication

- **Is the transference of information**
- **Information can be formal or informal**
- **Communication is also the process used to transfer information**





Common Ways We Communicate



Verbal



Visual

Non-Verbal



Written





Basics of Communicating

- **Communicate Clearly, Cohesively and Confidently**
- **Communicate Being Mindful of Your Body Language**
- **Communicate With Transparency**
- **Above All Listen**





Clear Direct Transparent Communication

<https://youtu.be/JwjAAgGi-90>





Capital E-effective Communication vs. Common e-effective Communication

Capital “E” Communication

- This type of communication is concise direct and impactful
- Interpersonal interaction is profitable because the information conveyed is mindful and transformative
- The desired outcome is win-win it’s good for relationship building and trust
- Stick to the facts especially in a formal setting keeping interaction unbiased
- Approach and tone is calm the response will not be defensive or offensive, it will be open
- Listen as much as you speak it is a two-way conversation it helps if the other party feels heard

Common “e” Communication

- Lacks intention, babbling, incoherent thoughts
- Party walks away feeling confused
- Your desired outcome is to get “Your” point across sacrificing the relationship
- Interaction is very opinion based and filled with biased emotion
- Tone is either defensive or offensive, meaning aggressive or passive aggressive
- You do the majority of the talking with constant interruptions; cutting off the other party when they speak; will lead to persons shutting down



Common “e” Non- Impactful Communication

The head of an organization sent a mass e-mail correspondence to his executive team asking for them to mobilize their teams and come up with ways to better serve our frontline workers.

A meeting is called with departmental heads and one of the director’s step up to spearhead the meeting. There are many egos involved and one of the team leaders suggest that when making decisions, “let’s all try to be in agreement”. The director leading the meeting then says, “I’m running the show so ultimately the final say is mine!”





Capital “E” Impactful Communication

The Effective approach would be for the director to be mindful and open with their tone by saying “I recognize that we are all leaders in our own right, however we are all on the same team, all wanting to keep our frontline workers safe and all wanting a successful outcome. Therefore as we work together let’s keep that in mind.





Common “e” Non- Impactful Communication

You’re a nurse and while on the frontline you are overwhelmed and feeling burnt out. On your team you have a nursing student who graduated early to aid in the healthcare workers shortage during the COVID-19 crisis.

The new nurse tries to connect with the senior nurses by sharing her anxiety and apprehension of possibly not being able to do a good job in such a high pressure situation. One of the nurses decide to give tough love and says “Listen can’t you see we are busy trying to save lives please be a professional and do your job this is All part of being a nurse”.





Capital “E” Impactful Communication

The Effective approach would be to respond with **empathy** by putting yourself in that nurse’s shoes. Acknowledge what is being said and maybe say, “Yes it is difficult being a new nurse and I could not imagine being a new nurse under these unique circumstances. Even though I’m not new, this epidemic is new to us all. Do your best and we will try to support you as best as we can. We are team and all in this together!”





Common “e” Non- Impactful Communication

You are considered an essential worker and a family member calls you to see how you are doing. This family member has been telecommuting for the past two weeks while you have been going out to work.

You convey to the family member how stressed out and tired you are as an essential worker. After you've completed your thought the family member says, “I can definitely relate I’m so stressed myself and.....” You then interrupt the family member and say, “what can you possibly be stressed about? You're home, I am an essential worker and you start to list all the things you are faced with completely dominating the conversation.





Capital “E” Impactful Communication

The Effective approach would be to give pause and listen as much as you speak. Then say, “this COVID crisis is challenging for us all. How have you been coping? Are you okay?”





WSJ



Senior Writer and Editor Ronald J. Alsop of the Wall Street Journal in an article stated:

“Recruiters say the soft skills such as leadership, **communication** and the ability to work in teams are just as important as the hard stuff. And a lot harder to teach”.





The Old Adage Practice Makes Perfect Daily Habit Work (D.H.W)

- Practice Self Awareness: make it part of your Daily Habit Work replacing unaffacting habits with best practices which are more impactful
- Pay attention: to your tone and be purposeful with your body language ie. facial expression and over use of hand gestures
- Common placed communication: should remain in informal settings (personal relationships) ie. profanity and inappropriate remarks/conversations





Putting the C.O.M.M in Communication

Capital “E” Communication is Effective Communication:

- **C**: clear, concise and cohesive- when conveying thoughts and ideas
- **O**: open tone- not defensive or offensive and definitely not passive aggressive
- **M**: mindful- always keeping the other person in mind and implement empathic listening; acquire a win win mentality
- **M**: master transparency- it creates trust, builds rapport and removes fear of the unknown; minimizes panic and anxiety; it also eliminates person’s being able to inject their own narrative that can sometimes cause chaos and confusion



THANK YOU!



Doctors



Hospital
Staff



Nurses



First
Responders



Pharmacy
Staff



Police



Fire
Fighters



EMTs



Delivery
Drivers



Restaurant
Workers



Truck
Drivers



Grocery
Employees



Upcoming Trainings

Emotional Intelligence in Times of Stress And Anxiety

- Tuesday, April 14th 11:00 am-12:00PM
- Thursday, April 16th 1:00 pm- 2:00PM

Unconscious Bias Training

- Monday April 27th 12:00PM- 1:00PM
- Wednesday April 29th 12:00PM- 1:00PM



NYC Health + Hospital - COVID-19 section - staff support

<http://hhcinsider.nychhc.org/sites/COVID-19/Pages/ESSR.aspx>

