



CONSCIOUS COMMUNICATION

In Health Care Personnel

Susan Eisner, MPH, CASAC

Trainer, Consultant & Visionary Leadership Coach

VISIONARY HEALTH SOLUTIONS

Ph: (631) 269 - 7048 Fax: (631) 269 – 7049

www.VisionaryHealthSolutions.com

E-mail: info@visionaryhealthsolutions.com

BLOG: www.susaneisner.typepad.com



Communicating consciously with self-awareness is critical for having effective interpersonal relationships, functioning medical teams, quality patient care, and high organizational morale. Typically not natural, though, it must be learned. And while health professionals are highly trained and knowledgeable about complex medical issues and technology, they may lack the ability to communicate well with others. Personality, medical training, personal factors, the hierarchy in medicine, and the high stress of being a health professional – particularly in today’s economic climate – all compound the problem.

This highly experiential workshop helps participants examine their communication styles, with what works and what doesn’t. It offers skills to use with colleagues, staff, patients and families, and in personal relationships. Because communication styles are so deeply ingrained, time and practice are required to impact change. It is therefore suggested to offer this seminar at least as a Part I and II, and ideally as an ongoing series. Mixing differing health professionals who work together, i.e., doctors and nurses, in a session can also be effective. Learning the material together allows for real-life role plays that can then be practiced in actual work situations. Also, current economic and highly stressful circumstances in hospitals and in medicine make these seminars an excellent tool for raising plummeting morale in health care personnel.

Seminar Topics Include:

- Purposes of effective communication
- That effective communication is not natural, necessitating learning new skills and unlearning ineffective patterns
- Skills learned apply for use with colleagues, staff, patients and their family members, and in one’s personal life
- The concept that all participants in a conversation are responsible for how it ensues
- The need for all to take responsibility for their part in a conversation and for how they communicate
- How the hierarchy within a medical team (i.e., doctor, nurse, technician, etc.) impacts communication and teamwork
- The need to consider oneself part of a team, and to see that team as consisting of equal members, regardless of role
- The roles of respect, honesty and empathy in communication
- Cultural and other factors that impact our “rules” and beliefs about how to communicate
- The connection between communication, self-esteem and personality
- Dysfunctional styles of communication
- Results of effective vs. poor communication styles
- The elements of effective communication
- Differences between passive, aggressive, passive-aggressive, and assertive communication styles
- Appropriate body language, stance, voice volume and tone
- Creating safety, mutual respect and mutual purpose in conversations
- Effective listening strategies
- “Reflective” or “active” listening skills
- Ineffective responses given after having listened to someone
- Appropriate strategies for speaking and verbalizing
- The use of “I” vs. “You” statements
- Use of the Non-Violent Communication Skills model, incorporating methods of expressing:
 - Observations about people’s behavior in a neutral manner
 - One’s feelings in response to those behaviors
 - Whether one’s needs were met during, and the impact of having experienced, another’s behavior
 - Making requests for changes in those behaviors
- Becoming aware of and identifying personal feelings, emotions and needs
- Effective ways to give instructions to team members