Two Monologues Don’t Make a Dialogue: A Taste of Optimal Communication

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Acknowledgements

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<td>Ms Callie Bland</td>
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Learning Objectives

1. Apply an evidence-based model to enhance communication skills
2. Recognize common challenging communication patterns
3. Identify and apply the qualities of a learning conversation
Ground Rules

• Open, curious mindset
• Listening & presence
• Participate without side conversations
• Confidentiality
• Have fun😊
Introductions

Table Exercise

1. Your **name**

2. Share one of your communication **strengths** and **challenges**
The Case for Communication Skills

Patient-centered communication is associated with improved system healthcare outcomes:

- Increased *patient satisfaction* with overall quality of care when healthcare professionals:
  - Listen carefully
  - Demonstrate understanding of patient needs
  - Provide information in a clear fashion

- Positive impact on patient *treatment adherence* and *self-management*

- Positive impact on patient emotional well-being and *quality of life*

J.K Rao et al. *Med Care*, 2007; Levinson et al. 2010
The Case for Communication Skills

Interprofessional communication is associated with improved system healthcare outcomes:

- Improved safety and quality of care
- Enhanced teamwork and collaboration
- Reduced conflict
- Increased trust

Wagner et al., 2011
Your Own Personal Example

• Choose a person to form your learning partnership
• Share with your partner a recent challenging conversation you had at work.
Communication Challenges

The difficulty often increases when we:

- See things differently (conflicting Assumptions)
- Get triggered (Emotions are high)
- Don't get our needs met (conflicting Values)

Harvard Negotiation Project
We all have our “Stories”

My Story

Reality

Their Story
Each of our “Stories” have Layers

VALUES

FEELINGS

ASSUMPTIONS
Your Own Personal Example

In your earlier example of a challenging conversation, what **judgments** were in your “story”? 
Your Own Personal Example

In your example of a challenging conversation, what were the underlying feelings & emotions for you?
Our Stories have Basic Universal Human Values

- Safety / Health
- Autonomy
- Belonging / Interdependence
- Understanding
- Pleasure
- Harmony
- Contribution

Shalom Schwartz
Your Own Personal Example

In your earlier example of a challenging conversation, what values/needs were embedded in your "story"?
The Learning Conversation

1. Move from certainty to **curiosity**

2. Embrace **both** stories

3. It’s not about being **right**; it’s about **understanding**
# The Learning Conversation

<table>
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<tr>
<th>Blame</th>
<th>Contribution</th>
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<tbody>
<tr>
<td>Judging</td>
<td>Understanding</td>
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<td>Looking backwards</td>
<td>Looking forwards</td>
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<td>Problem-focused</td>
<td>Solutions-focused</td>
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<tr>
<td>Defending</td>
<td>Learning</td>
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Moving into a Learning Conversation

Judging Conversation

Certainty
Debate
Simplicity
either/or

Learning Conversation

Curiosity
Exploration
Complexity
both/and
How to Get Unstuck: Exploring our Stories

- **Describe** your experience with clarity
- **My Story**
- **Reality**
- **Their Story**
- **Listen** to their experience with **curiosity**

ubccpd.ca
The Experience Cube

1. Observations
2. Thoughts
3. Feelings
4. Wants

Source: Gervase R. Bushe
Four Dimensions of our Experiences

OBSERVATIONS
Just the Facts

THOUGHTS
Judgments

WANTS
Needs

FEELINGS
Internal reaction

External World

Internal World

Gervase R. Bushe
Needs/Wants

- Closely tied to our **emotional reactions**
- When unmet, we tend to get **triggered**
Which Core Needs are **MOST** Important to You?

- Understanding
- Respect
- Acceptance
- Fairness
- Safety
- Appreciation
- Predictability
- Freedom
- Meaning/Purpose
- Competent
- Learning
- Openness
The Communication Process

1. **Listen** to their experience with **curiosity**

2. **Describe** your experience with **clarity**
Step 1. Listen with Curiosity
Levels of Listening

I. Ignoring
II. Pretend Listening
III. Selective Listening
IV. Attentive Listening
V. Experiential Listening
Experiential Listening

• Inviting them to share their experience

• Creating a space where they may explore their assumptions, feelings, & needs **without being judged**

• Is both a **skill** & an **attitude**
Listening with the Cube

1. Silence
2. Paraphrasing
3. Empathizing
4. Reframing
5. Open-ended questions
Empathizing

Pharmacists are not being compensated for all the work they do for patients and this issue is falling on deaf ears.

✓ *I’m hearing that you’re annoyed that the needs of pharmacists continues to get ignored.*
Reframing

You always seem to get out of working on weekends or holidays!

✓ Sounds like you are frustrated that we are all not contributing equally to the work.

All pharmacists these days just seem to care about getting you in and out of the pharmacy as fast as possible and don’t have time to actually spend time with people.

✓ You’re concerned that it’s getting harder to get the care you want from your pharmacist.
Exercise – Open Questions

• Are you managing your diabetes?
  ✓ How is it going with managing your diabetes?

• Do you have any concerns about my recommendations?
  ✓ What concerns do you have around the recommends I provided?
Useful Prompting Cube Questions

1. “What did you **observe**?”

2. “What did you **think** about that?”

3. “What **feelings** came up for you?”

4. “What did/do you **want**?”
Step 2. Describe with Clarity

My Story

Reality

Their Story
Describing through the Experience Cube

1. Observations
2. Thoughts
3. Feelings
4. Wants
Describing Through the Cube

1. Share your concrete **observations**

2. Tentatively share your **assumptions** but don’t treat them like the **truth**

3. Describe the emotional **impact** on you

4. Share what is missing & make a **request**
Listening & Describing Activity

• One person **speaks**, one practices **listening**

• The **Speaker** share their **challenging conversation**

• The **Listener** can use any of the **5 listening skills**

• No advice giving!
The Communication Cycle

DESCRIBE
your Experience

LISTEN
for their experience

Check for
UNDERSTANDING
of their experience
Application of the Cube

1. Reflection tool for interpersonal communication experiences

2. Prepare for an anticipated conversation

3. Debrief experiences with your colleagues to inspire learning.

4. Use to describe and listen in the moment.

5. Apply to positive communication experiences.
Wrap-up and Next Steps
Commitment To Change (CTC)

• Important and validated approach for reinforcing and ‘grounding’ what you’ve learned and practiced today

• Ask you to commit to making at least one (1) change to practice as it pertains to communication with patients, colleagues/staff or both
References


