

Communication skills for healthcare leaders

MOTIVATING OTHERS

ENGAGE

(I am here to help)

PREPARATION

- ☐ Prepare yourself
- ☐ Prepare the environment
- ☐ Prepare your information

GREETINGS

Hello



NON-VERBALS



INVOLVING THE PERSON

Share your thinking

I wanted to ask you a few questions to make sure that I understand...

DEMONSTRATING EMPATHY

Explicitly refer to the emotions the person may be feeling by naming the emotion.

I can see that you are worried... You sound upset.

ESTABLISH INITIAL RAPPORT

Use the person's name

That sounds like it was very tough for you Evelyn

FOCUS

(What will we work on?)

CLEAR, SHARED AGENDA

It sounds like you want to talk about....

Will we talk about that for a few minutes?

GROW questions (GOAL)

What specifically do you want to achieve? How will you measure it?

ACTIVE LISTENING

Eye contact, leaning, nodding, facing the person...

OPEN QUESTIONS

Tell me what you have been doing to help manage your workload?

What would help you right now?

REFLECTIVE LISTENING

I'm sick and tired of everyone being on my case

You're sick and tired and ready for a change

I wonder...

I notice...



EVOKE

(Why work on this?)

QUESTIONS

So what strategies have you found so far that seem to work for you?

If you made this change, how might it benefit you?

Neutral question

What thoughts are you having now?

GROW questions (REALITY)



What have you done about it so far?

What resources do you have?

SCREENING

That's a good strategy. What else? Tell me more.

REFLECTIVE LISTENING

Selectively reflect change talk



You're wondering if...

Reframe and clarify

So you're saying you're concerned about... What concerns you most?

Summarise

You are not sure and you want to make the right decision.

PLAN

(How to change?)

RIGHT AMOUNT & TYPE

Ask permission



Can I share some feedback with you?

If you're interested, I have a few ideas about time management that you might find helpful?

GROW questions (OPTIONS)

What else could you do?

Check starting point

Tell me a little about what you know about...?

AID RECALL & UNDERSTANDING

Chunk and Check - Teach back
I've given you a lot of information. It would be helpful to me to hear your understanding about what we have discussed.

INCORPORATE THE PERSON'S PERSPECTIVE

GROW questions (WILL)

To what extent does this meet your objectives?

SHARED DECISION MAKING

Which options do you prefer?

Affirm

I believe in your potential & I am confident that if you decide to make a change, you'll find a way to do it!

Next steps

Where do we go from here?

Reaffirm commitment

Is this what you plan to do?