

Team Communication Essentials; It's not what you say, but how you say it.

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Session Objectives

- Describe the four most common types of communication methods and how to identify them in people;
- Identify the unique communication barriers that exist within your primary care clinic; and
- Utilize tools to overcome communication barriers and improve communication among providers and staff your clinic

Four Common Styles of Communication



First Example

Toby Flenderson vs. Michael Scott

The Passive Communicator

Fails to assert for themselves

Allows others to deliberately or inadvertently infringe on their rights

Fails to express their feelings, needs, or opinions

Tends to speak softly or apologetically

Exhibits poor eye contact and slumped body posture

Impact of Passive Communication Patterns

- May feel anxious because life seems out of their control;
- May feel depressed because they feel stuck and hopeless;
- May feel resentful (but are unaware of it) because their needs are not being met;
- May feel confused because they ignore their own feelings; and
- Sometimes are unable to mature because real issues are never addressed

A Passive Communicator May Say/Do...

- “I’m unable to stand up for my rights.”
- “I get stepped on by everyone.”
- “People never consider my feelings.”
- “I’m not ok. But, you must be ok.”

The Aggressive Communicator

Attempts to dominate others	Listens poorly
Acts rudely	Interrupts frequently
Criticizes, blames, or attacks others	Speaks in a loud, demanding, & overbearing voice
Impulsive decision making	Uses “you” statements
Has low frustration tolerance	Overbearing/intimidating posture

Impact of Aggressive Communication Patterns

- May become alienated from others;
- Typically alienates others;
- Often generates fear and hatred in others;
- Easily blames others instead of owning their issues; and
- Struggles to mature

An Aggressive Communicator May Say/Do...

- “I’m superior and right, you’re inferior and wrong.”
- “I’m loud, bossy and pushy.”
- “I can violate your rights.”
- “I’ll get my way no matter what.”
- “It’s all your fault.”
- “I react instantly.”
- “I’m entitled.”
- “I’m just telling it like it is.”
- “Obviously, I’m ok. Clearly, you are not.”

Second Example

The Loud Guy

The Passive-Aggressive Communicator

Mutters to self rather than confront people or issues	Uses sarcasm
Difficulty acknowledging their anger	Denies there is a problem
Uses facial expressions that don't match feelings - i.e., smiling when angry	Appears cooperative while purposely doing things to annoy and disrupt
Uses subtle sabotage to get even	

Impacts of Passive-Aggressive Communication

- May become alienated from those around them;
- Often remain stuck in a position of powerlessness;
- Typically develop resentments, while real issues are never addressed; and
- May struggle to mature

A Passive-Aggressive Communicator May Say/Do...

- “I’m resentful, so I sabotage, frustrate, and disrupt.”
- “I’m powerless to deal with you head on, so I’ll use hostility instead.”
- “I will appear cooperative, but I’m not.”
- “You’re definitely not ok, but I’ll tell you are. I’m pretty sure I’m ok.”

Third Example

Soda Size

The Assertive Communicator

States needs/wants clearly, appropriately, & respectfully	Expresses feelings clearly, appropriately, & respectfully
Has good eye contact	Speaks in a calm and clear tone of voice
Uses “I” statements	Has a relaxed body posture
Communicates respect for others	Stands up for their rights
Listens without interrupting	Feels competent & in control
Feels in control of self	Does not allow others to abuse or manipulate them

Impacts of Assertive Communication

- Feels connected to others;
- Feel in control of their lives;
- Are able to mature because they address issues and problems as they arise; and
- Creates a respectful environment for others to grow and mature

An Assertive Communicator May Say/Do...

- “I am confident about who I am.”
- “I speak clearly, honestly, & directly.”
- “I place a high priority on having my rights respected.”
- “I respect the rights of others.”
- “I can’t control others but I can control myself.”
- “I’m 100% responsible for my own happiness.”
- “I’m ok. And you’re ok.”

Barriers to Effective Communication

- What are the barriers to effective communication that exist in your clinic?

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Barriers to Effective Communication

- Poor listening skills
- Language barriers
- Emotional barriers
- Environmental barriers
- Timing barriers
- Perceptual barriers
- Filtering

AFW Solutions to Communication Barriers

- Book club – Crucial Conversations
- Focus groups
- Pod meetings
- Provider lunch and learns
- All clinic retreat
- Communication presentations

Idea Sharing

- What have you done to improve communication in your clinic?

Tools and Resources

- Online Resources:

- <http://www.newlineideas.com/communication-style-quiz.html>
- <https://www.emergenetics.com/>
- https://www.mindtools.com/pages/article/newCS_99.htm

- Assertiveness Training -

http://www.uwosh.edu/ccdet/caregiver/Documents/Keys/AssertivessTrg_FacilitatorGuide.pdf

- TeamSTEPPS - <http://www.ahrq.gov/teamstepps/instructor/index.html>