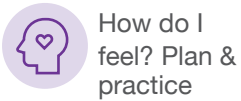


Communication skills for healthcare leaders

5 STEP GUIDE TO MANAGING CONFLICT

PREPARE (Prepare with intention)

YOURSELF



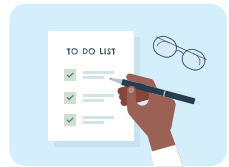
ENVIRONMENT

Quiet, private space



INFORMATION

Gather information and read



CONSIDER

What is their perspective?

INITIATE (Getting off to a good start)

GREETINGS



NON-VERBAL SKILLS

Facial expression, body posture, vocal tone, time



EMPATHY

I see... it sounds like...

CLEAR, SHARED AGENDA

Tell me...

(thoughts, feelings, expectations)

GATHER INFORMATION (What is important to the person?)

LISTEN

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



QUESTIONS

Open

What would help you right now?

Screening

You said you were worried, can you tell me more about that?

Clarifying

How would you like things to be different?

SILENCE

Shhh... pause

SUMMARISE

Facts & feelings

So, just to recap, we talked about...

REFRAME

PROVIDE INFORMATION (Working together)

RIGHT AMOUNT & TYPE

Assess the person's starting point

Just so I know where to begin, could you tell me what you know already about...?

Chunk & check

AID RECALL & UNDERSTANDING

Use easy to understand language
Slow down
Organise & signpost

There are three important things that I would like to discuss with you. First...

INCORPORATE PERSPECTIVE

Relate explanation to the person's concerns

Respond to non-verbal cues

SHARED DECISION MAKING

Share your thinking

Explore options

Negotiate the plan

Check with the person

I have shared a lot of information with you — let's pause — I'd like to hear what questions you have

CLOSE THE CONVERSATION (Final check and next steps)

NEXT STEPS

Actions, support, follow-up

SUMMARISE

Shared understanding

So, just to review, we talked about

CHECK

How are you feeling?

Something else?

AFTER

- Document
- Reflect
- Debrief
- Action

What? So what? Now what?

You said you were annoyed that...

I wonder if it might be helpful to...

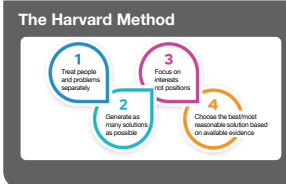
I think there are a number of options

If I understand you correctly, you are inclined to...

I can't stand it when...

You feel uncomfortable with...

Structures for managing conflict



Find out more:
www.hse.ie/nhcprogramme

