Hospital Communications
“Are you talking to me?”

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10.25.14

Communications skills 222,000 youtube

LEADERSHIP communication

TEAM MEMBERS

WRITTEN

How to consensus build

Active listening skills

VERBAL

Google has 109,000,000 options for communication skills

PEERS

CLIENTS

The art of conversation.............

Top 10 communication elements
I have learned the hard way:

1. Understand and evaluate your motivations first
2. Listen
3. Be in the moment
4. The conversation IS the relationship
5. Lessons Learned
6. Make sure they know your “Why?”
7. Lead by example
8. Words matter
9. Actions and words must be consistent
10. Leadership principal of inclusion
Understand and evaluate your motivations first

- Before you can have an appropriate and effective communication, stop… and ask yourself: “why am I about to say or write this?”
  - Who will it impact?
  - How will I make them feel?
  - Am I in the right frame of mind to respond to: do I need to take the emotion out of the equation?
  - Does it have value and merit to communicate the message?
  - Can I stand behind and be confident of my message?
  - Is it ethical and moral?
  - Is it fair and balanced?

Hone your listening skills:
- To understand
- As a sign of respect
- Trust and connection
- To give others a voice
- Because sometimes people (clients, team members) just need to be heard!
- Listen to what’s NOT being said.

CAN YOU HEAR ME NOW?

“\text{A leader touches a heart before they ask for a hand. Before a leader can touch a person’s heart, he has to know what’s in it. He learns that by listening.}” \text{John Maxwell}

BE IN THE MOMENT

Dear God, please let this conversation be over………

- Remain engaged, present and focused in the communication.
- Refrain from wandering thoughts to the next topic, or your reply
- Being in the moment requires listening!
- Communications aren’t as memorable or impactful if you can’t recall what was said.
- People know the difference between a polite reply to something not heard and a sincere reply on topic.
- Participate as if it matters, because it does.
The conversation IS the relationship

- We succeed or fail one conversation at a time -
  - Keep it real: truths are at the water cooler
  - Take responsibility for your emotional wake: words have impact
  - There is more to listen to than words: listen to the whole person.
  - Draw others out with good questions: open vs closed
  - Get comfortable in the silence
  - Leave them wanting more

-TALK WITH ME, NOT AT ME-

Common conversation mistakes
1. Do most of the talking
2. Deliver unclear messages
3. Deliver unclear coaching
4. Cancel the conversation
5. Allow interruptions
6. Run out of time
7. Create misunderstanding: restate and reiterate

“All conversations are with myself and sometimes they involve other people” Susan Scott
COMMUNICATE LESSONS LEARNED

The most effective strategic communication tool is to “Debrief”
- meetings
- initiatives
- strategic planning
- problem solving
Mistakes are identified, root causes surface and a better way evolves to communicate for the next time.

Know your WHY

- Ensure that you have clearly communicated your vision:
  - I KNOW WHY I DO WHAT I DO, BUT WHY DO I DO IT FOR YOU?
- Builds consensus of purpose and motivates a team to create support by understanding the reason behind what and why we do what we do

To be a leader, they must follow………..
Leading by example requires self reflection

- Demotivating phrases:
  - I can’t
  - How can we
  - It’s not possible
    - Let’s consider this

Exhibit communication behaviors that reflect the core values of your hospital.

Be Bold
Be Kind
Be True
Be Essential

WORDS MATTER

- Ensure your words convey the appreciation and respect you have for your team.
- Don’t underestimate the power of the word choice: choose to inspire!
- Fundamentally, we seek to be understood.
- You must extend to others what you want to receive.
- Validate others in conversation so as to not trivialize or create insignificance.
- Words without conversation is just talking!

ACTIONS AND WORD MUST BE CONSISTENT

- LIVE YOUR MESSAGE!
  - If you speak softly and carry a big stick, then speak softly and carry a big stick.
- Don’t allow for discrepancies between what you communicate and what you do.
- Speaks to you integrity and sincerity.
  - They will sniff you out and snuff you out!
It is engaging and involving your team through communication by showing each one of them they are important and they know it!

(Communicating) Value + Appreciation = Commitment

Commitment + Responsibility = Connection

Connection + Commitment = Teamwork

People remember how you make them feel……….