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Communicating Effectively

Bridging the Gap Between Practicing Radiology and Being a Leader

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Disclosures

None.

The views expressed in this lecture are those of the author and do not necessarily reflect the official policy or position of the Departments of the Navy, Army, Air Force or Marines; the Department of Defense, or the U.S. Government.

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Learning Objectives/Key Take-Away Points

- Actively listen
- Control and read non-verbals
- What you say (intent)
- How you say it
- What they hear (impact)
- Selecting the appropriate response
- Empathy
 - Start with “Yes”
 - The power of “And”
- It’s not about being right

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Communication

Definition:

1. the imparting or exchanging of information or news
2. means of connection between people

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Effective Communication

- Why?
 - Employers value good communicators
 - Conflict is draining
 - Relationships are the key to happiness

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“The single biggest problem in communication is the illusion that it has taken place.”

– George Bernard Shaw


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Communication

- Transactional
- Relational
- Personal

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Practice



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Types of Communication

- Face-to-face
- Phone
- E-mail
- Text



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E-mail

- BLUF
- One question or action item per e-mail
- Anticipate responses and include answer in initial e-mail
- Back and forth → just call
- Don't forward a chain without explaining
- Read before sending
- Check recipient before sending
- Beware bcc
- NEVER send an e-mail while angry

[Unsubscribe: How to Kill Email Anxiety, Avoid Distractions, and Get Real Work Done by Jacelyn K. Gleib](#)

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Barriers to Communication

1. Judging/criticizing/minimizing
2. Not attending
3. Using jargon
4. Providing unwanted advice
5. Rambling

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Keys to Effective Communication

- Active listening
- Control and read non-verbals
- What you say (intent)
- How you say it
- What they hear (impact)
- Selecting the appropriate response

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Active Listening

“If your mouth is open, you are not learning”

- Buddha

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Active Listening

“Most people do not listen with the intent to understand; they listen with the intent to reply”

- Steven Covey

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Active Listening

- Look interested
- Listen with eyes and ears
- Listen twice as much as you speak
- Go with the flow (Celeste Headlee)
- Ask open-ended questions
- Clarification and reflection

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Non-verbal Cues

- Tone
- Body language

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Subtle body language

- Body position
 - Shoulder-to-shoulder versus face-to-face
 - Interpersonal distance
 - Position of feet
 - Smile with eyes
 - Initial reaction facial expression
 - Mirroring body language

<http://art-sheep.com/gorilla-glasses-were-designed-to-prevent-eye-contact-with-easily-offended-gorillas/>



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What you say

- Intent
- Manage expectations
- Acknowledge and respond to emotion

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How you say it

- Tone
- Conciliation

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What they hear

- Not always the same as what you say

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Select a Response

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5 Chairs Framework – Louise Evans



<https://www.youtube.com/watch?v=4BZuWrdC-9Q>

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The Jackal - Judging



From Wikimedia Commons

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The Hedgehog – Self Doubt



From codepo8

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The Meerkat - Waiting



From pxhere

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Dolphin - Detect

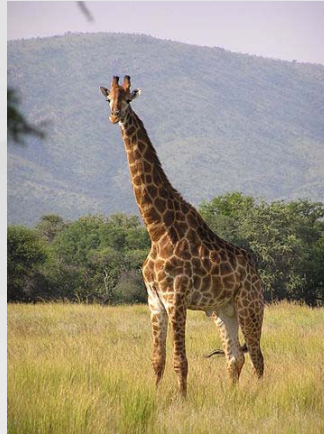


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The Giraffe - Connect



By Miroslav Duchacek (from Czech Republic) - Own work, CC BY-SA 3.0, <https://commons.wikimedia.org/w/index.php?curid=52383>

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Empathy

“When we listen for their feelings and needs, we no longer see people as monsters.”

Marshall Rosenberg from [Nonviolent Communication: A Language for Life](#)

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Empathy – Brene Brown

- Theresa Wiseman – 4 qualities of Empathy
 - Perspective taking
 - Staying out of judgment
 - Recognizing emotion in other people
 - Communicating that

<https://brenebrown.com>
Daring Greatly by Brene Brown

<https://www.youtube.com/watch?v=1Evwgu369Jw>

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Empathy – Brene Brown



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