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| **Pillar** | **Discussion Leader** | **Topic** | **Time** | **Expected Outcomes** |
| Service | **Faculty & Staff****Leaders** | **I communicate effectively.**Communication is more than speaking and listening to words. Effective communication has is delivered on several ‘channels’.View the DVD – Stories that Elevate for this Credo behavior. It can be used to open the discussion or to wrap it up.1. Verbal Communication

The effectiveness of your spoken communication depend on more than WHAT words you say.Studies have shown that in communication, what’s said is not always what is communicated. 1. Studies show that my spoken communication carries about 7% of the message; what else is happening besides my verbal message?

**My tone of voice is responsible for about 38% of the message and my non-verbal behaviors /body language are responsible for 55%.** 1. How does an effective communicator LOOK?

Discussion points to select: * Effective communication starts with non-verbal actions that invite communication.
* We let people know who we are and our willingness to help them.
	+ VUMC ID badge worn on collar or breast pocket at eye level, photo front always in view. No stickers, tape, or photos on the face of the badge.
	+ A prominent ID badge makes us approachable for questions and assistance.
	+ We are proactive in recognizing needs – i.e. lost person
	+ Eye contact – we give our attention to others through uninterrupted eye contact to show you are listening.
1. How does an effective communicator SOUND?

Discussion points to select:* Use AIDET as a communication fundamental. Have a member of your group demonstrate using AIDET in a real difficult situation.
* Demonstrate it with an inappropriate tone of voice; then use AIDET with an effective tone of voice.
* If communicating about a disappointing situation – a delay, a gap in information or service, a broken piece of equipment, etc. – use the HEARD protocol. Have a member of your group demonstrate using the HEARD protocol to communicate with a patient, student, faculty member or peer.
* Discussion: What tone is communicated in a hand written thank you note?
* When rounding on staff, what tone does staff hear in the leader’s questions and comments? Let staff give examples. Leaders, use this as feedback for improving your rounding.

How would you want to sound when confronted in a difficult interaction? Role play it. 1) without controlling emotions and then 2) while remaining calm and professional | **25 min. total** | * Understand and apply this Credo behavior to my role and work area
* Review and discuss Credo Scoring
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