

COMMUNICATION

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DIFFICULT CONVERSATIONS

- Ask
 - What do you know about your condition?
- Tell
 - This is what I know.
- Ask
 - What questions do you have?
- Setting
 - Quiet, away from others
- Perception
 - What do they know about their diagnosis?
- Invitation
 - Is now a good time? Is there anyone else you'd like here?
- Knowledge
 - Explain what you know about the disease.
- Emotions
 - Be empathetic.
- Summary / Strategy
 - Recap the conversation.
 - **EXPLAIN PLAN.**

CONSTANTLY NEGOTIATING

ADAPTED FROM “NEVER SPLIT THE DIFFERENCE” BY: C.VOSS

- What is your goal?
- Prepare for the conversation.
 - Hypothesis vs assumptions
 - Don't assume others fully understand what's going on.
 - Use the time to test hypothesis (what could happen).
- Tone
 - Calm & Slow
 - Playful & Positive
 - Direct & Assertive
- Mirror
 - Repeat the last 3 critical words.
- Empathy
 - Imagine yourself in that situation.
 - Validate feelings
 - It seems like _____.
 - It sounds like _____.
 - It looks like _____.
 - *Make sure you pause to let this set in*
- Neutralize
 - Clear the barriers to the argument.
 - Label fears.
 - Observe – don't react or judge.
 - Positive, compassion & solution-based options.

ACTIVITY

- Each table has puzzles they need to put together.
- You only have part of the puzzle; the other pieces belong to other teams.
- Once you figure out which puzzle your team has, you'll need to send out negotiators to other tables to obtain the pieces to finish your puzzle.
- Using the techniques for negotiating, get your puzzle pieces and bring them back to your table.
- Note you might end up with a completely different puzzle than you started with.

