



Communicating Effectively

Dr. Ebony White, LPC, NCC, ACS

Assistant Clinical Professor

Department of Counseling and Family Therapy

College of Nursing and Health Professions



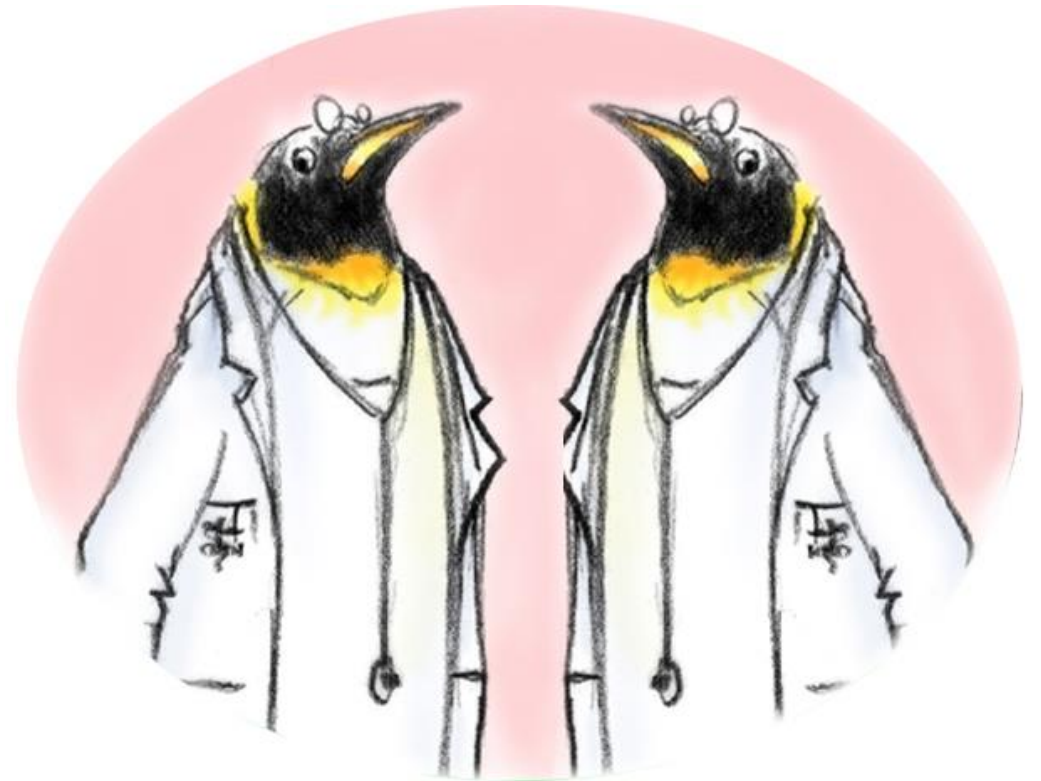
Today's Agenda

- Define Team
- Identify the members of your team
- Explain the importance of team competencies
- Define communication
- Explain effective communication
- Discuss obstacles to effective communication



What Defines a Team?

“Two or more people who interact dynamically, interdependently, and adaptively toward a common and valued goal, have specific roles or functions, and have a time-limited membership”





Teams & Teamwork

Questions:

- Who are the team members in your area or unit?
- What is the goal of your unit or work area?
- What characteristics make a group a team?



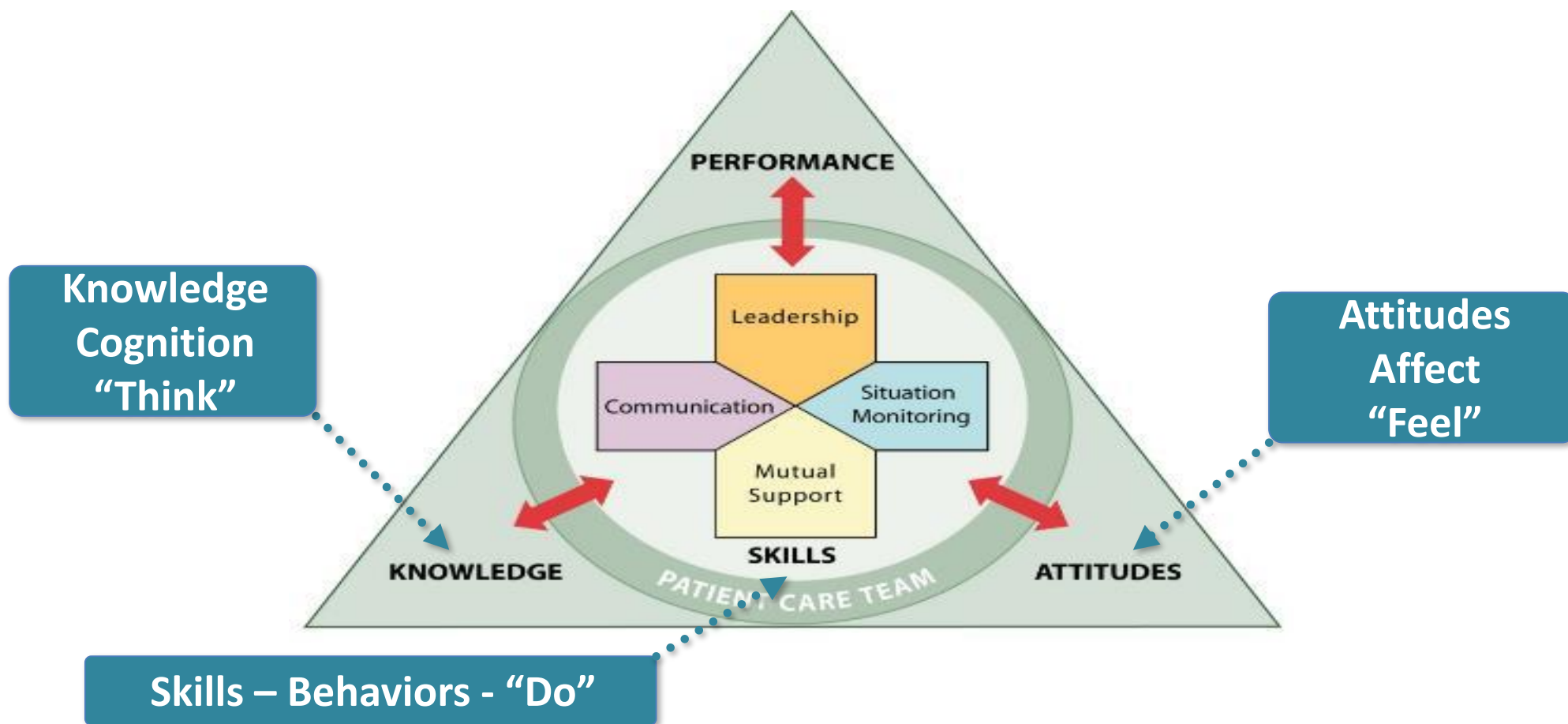
Reflection

Review your answers:

- Did you include patients in your list of team members?
- A key concept of team structure is partnering with the patient and their family
- As you are teaching, ask the group to share some of their answers.



What Makes Up Team Performance?





Outcomes of Team Competencies

Knowledge

- Shared Mental Model

Attitudes

- Mutual Trust
- Team Orientation

Performance

- Adaptability
- Accuracy
- Productivity
- Efficiency
- Safety





High-Performing Teams

Teams that perform well:

- Have clear roles and responsibilities
- Have clear, valued, and shared vision
- Hold shared mental models
- Optimize resources
- Have strong team leadership
- Engage in a regular discipline of feedback
- Develop a strong sense of collective trust and confidence
- Create mechanisms to cooperate and coordinate
- Manage and optimize performance outcomes

(Salas, et al., 2004)





Communication

Communication is the lifeline of a well-functioning team

We will discuss the standards of effective communication



Importance of Communication

- Joint Commission data continues to demonstrate the importance of communication in patient safety:
 - 1995 - 2005: Ineffective communication identified as root cause for nearly 66 percent of all reported sentinel events *
 - 2010 - 2012: Ineffective communication among top 13 root causes of sentinel events reported **

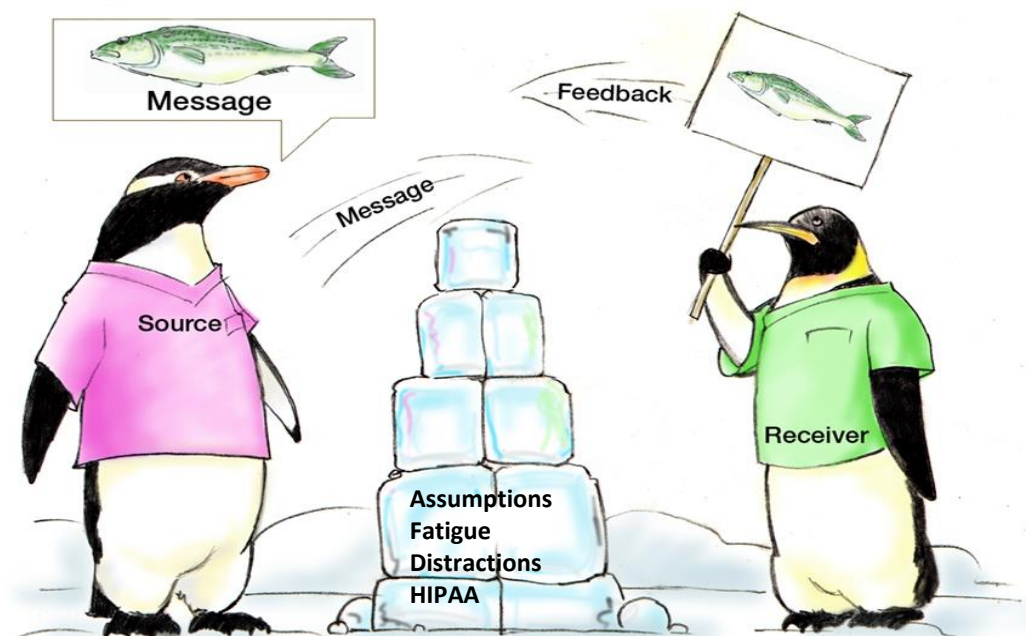
* *(JC Root Causes and Percentages for Sentinel Events (All Categories) January 1995–December 2005)*

** *(JC Sentinel Event Data (Root Causes by Event Type) 2004-2012)*



Communication is...

- The process by which information is exchanged between individuals, departments, or organizations
- The lifeline of the core team
- Effective when it permeates every aspect of an organization
- Consider: Who? How?
- Two modes:
 - Verbal
 - Nonverbal





Nonverbal Communication

- Written Communication – adheres to standards we will discuss
- Body Language
 - In face-to-face communication:
 - Words: 7% of meaning
 - Tone of voice: 38%
 - Body language: 55%
- Visual Cues
 - Such as color coding





Standards of Effective Communication

Complete

- Communicate all relevant information

Clear

- Convey information that is plainly understood

Brief

- Communicate the information concisely

Timely

- Offer and request information in an appropriate timeframe
- Verify authenticity
- Validate or acknowledge information





Communication Challenges

Language barriers

Distractions

Physical proximity

Personalities

Workload

Varying communication styles

Conflict

Lack of information verification

Shift change



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Thank You

Social Justice

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