

FRONT

BACK

IMPROVING COMMUNICATION

- May 6-12, 2007 -

Nurses' Week

A Profession & A Passion



**American
Nurses Training
Association**

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- Accept one's fair share of the work-load.
- Respect the privacy of others.
- Be cooperative with regard to the shared physical working conditions.
- Be willing to help when requested.
- Keep confidences.
- Work cooperatively despite feelings of dislike.
- Don't belittle or bad mouth superiors.
- Do address coworkers by their first name, ask for help and advice when necessary.
- Look coworkers in the eye when having a conversation.
- Don't be too overly inquisitive about each other's lives.
- Do repay debts, favors, and compliments, no matter how small.
- Don't engage in conversation about a coworker with another coworker.
- Stand-up for the "absent member" in a conversation when he/she is not present.
- Don't criticize publicly.

- ❖ -

INSIDE

NONVERBAL INNUENDO

(eye rolling, eyebrow raising, face-making)

I sense (I see from your facial expression) that there may be something you wanted to say to me. It's okay to speak directly to me.

- ❖ -

VERBAL AFFRONT *(covert or overt, snide remarks, lack of openness, abrupt responses)*

The individuals I learn the most from are clearer in their directions and feedback. Is there some way we can structure this type of situation?

- ❖ -

UNDERMINING ACTIVITIES *(turning away, not available)*

When something happens that is "different" or "contrary" to what I thought or understood, it leaves me with questions. Help me understand how this situation may have happened.

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WITHHOLDING INFORMATION *(practice or patient)*

It is my understanding that there was/is more information available regarding this situation and I believe if I had known that/more, it would/will affect how I learn or need to know.

- ❖ -

SABOTAGE

(deliberately setting up a negative situation)

There is more to this situation than meets the eye. Could "you and I" (whatever, whoever) meet in private and explore what happened?

INFIGHTING *(bickering with peers)*

Nothing is more unprofessional than a contentious discussion in non-private places. Always avoid. This is not the time or the place. Please stop (physically walk away or move to a neutral spot).

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SCAPEGOATING *(attributing all that goes wrong to one individual)*

Rarely is one individual, one incident, or one situation the cause of all that goes wrong. Scapegoating is an easy route to travel, but rarely solves problems. I don't think that's the right connection.

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BACKSTABBING

(complaining to others about an individual and not speaking directly to that individual)

I don't feel right talking about him/her/situation when I wasn't there or don't know the facts. Have you spoken to him/her?

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FAILURE TO RESPECT PRIVACY

It bothers me to talk about that without his/her/their permission. I only overheard that. It shouldn't be repeated.

- ❖ -

BROKEN CONFIDENCES

Wasn't that said in confidence? That sounds like information that should remain confidential. He/she asked me to keep that confidential.