



NURSE MANAGER PROGRAM

Communication Styles and Strategies

Alain Bois
December 11, 2020

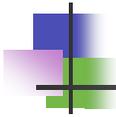
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Welcome and Introduction

Alain Bois, RN
Chief Operating Officer
Northern Maine Medical Center



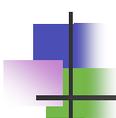
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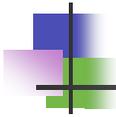
Objectives

- Discuss keys for effective communication
- Identify barriers that impede communication and ways to overcome them
- Identify characteristics/behaviors associated with different communicators and ways to foster positive interactions
- Learn how to leverage communication styles to build relationships and create a culture of collaboration
- Discuss how communication is important during challenging times

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- What are qualities of Leadership that staff expects?

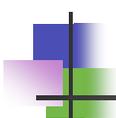
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Qualities of Leadership

- Visibility
- Flexibility
- Authority
- Assistance
- Feedback

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If you talk to a man in a language he understand – it goes to his head. If you talk to him in his language – that goes to his heart. *Nelson Mandela*



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The First...

... Most important, most basic and most important thing to understand about working together...

We are all connected
and no one wins
unless we all do!

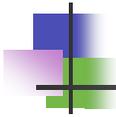


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Leading and Communication

- Provide descriptions (using adjectives) about communication on your units.
- Describe factors that hinder effective communication.
- Describe someone in your experience who was or is a good leader. What the qualities that make that person a good leader?
- In particular, what observations did you have of the leader's communication style?
- What are 3 communication tenets of good leadership?

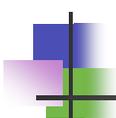
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Underlying concepts

- Leading and managing is a **balance**
 - Lead people; managing things
- Following is **participating**
 - With enthusiasm, intelligence, and self-reliance

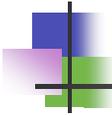
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What Impact does Communication have on teams

- How does it respond to conflict?
- How does it assist with motivation?
- How does it cause stress?
- How does it solve problems?
- How does it facilitate teamwork?
- How does it improve interactions?
- How does it help manage others more effectively?
- How can it assist you in responding more effectively?
- ***What are your perceptions of your role and accountabilities related to communication?***

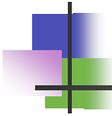
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Institute of Medicine Report

- The landmark Institute of Medicine (IOM) report, *To Err Is Human* and other studies document poor teamwork and a lack of communication as contributing to patient harm and death.
- Three elements to help nursing leaders support healthy work environments:
 - Effective communication
 - Collaborative relationships
 - Promotion of decision-making among nurses

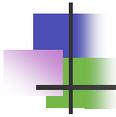
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Common Barriers – Encoding barriers

- Lack of sensitivity to the receiver
- Lack of basic communication skills
- Insufficient knowledge of the subject
- Information overload
- Emotional interference

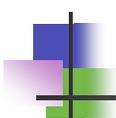
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Transmitting Barriers

- Physical distractions
- Conflicting messages
- Channel barriers
- Long communication chain

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Decoding Barriers

- Lack of interest
- Lack of knowledge
- Lack of communication skills
- Emotional distractions
- Physical distractions

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Responding Barriers

- No provision for feedback
- Inadequate feedback

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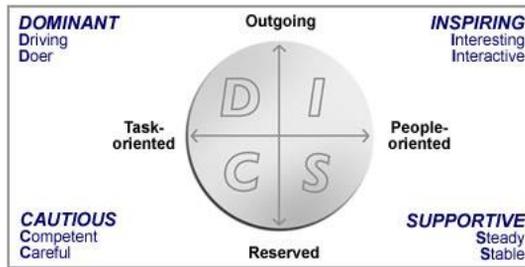
Activity

4 Dominant Communication Styles

DIRECTOR	EXPRESSER
THINKER	HARMONIZER

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Activity



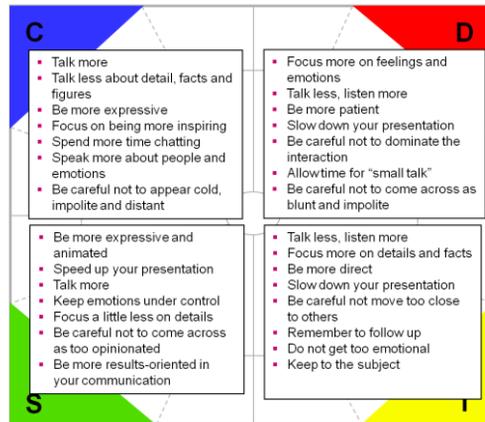
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More about each style

<p>Strengths</p> <p>D</p> <p>Those with a high "D" personality enjoy solving problems, getting things done, and achieving goals. They enjoy challenges and have no problems with voicing their opinions. If you like those who are direct, you will love the type "D" personality.</p>	<p>Strengths</p> <p>I</p> <p>Those with a high "I" personality are communicators, see the big picture, and do not like details. They are friendly, optimistic and charming. Your type I personality is energized by working with people and will lose energy when working alone. If this is something you like in people, then the "I" type personality is for you.</p>
<p>Strengths</p> <p>S</p> <p>People with a high "S" personality like security and consistency. They are supportive, on the shy side, and do not like conflict. If you don't like sarcasm, and like someone who considers other people's feelings, you will love the type "S" individual.</p>	<p>Strengths</p> <p>C</p> <p>People with a high "C" personality like structure and adhere to rules. They are conscientious and cautious. If you love detail, you will love the "C" type, because they research things thoroughly, asking questions to get things right.</p>

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How to work with other styles



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Integrity Snowman and Integrity Reflection

- How do you define integrity?

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Integrity Snowman



Passive
Aggressive

Think/Feel

Say

Do

Nervous
Retaliatory
Sneaky
Nervous
Guilty

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Integrity Snowman



Congruent
In alignment
In integrity

Think/Feel

Say

Do

Powerful
In control
Authentic
Proud
Honest
At peace
Vulnerable

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Integrity Snowman



Politically Correct

Think/Feel

Say

Do

Manipulated
Fake
Angry
Sold out
No back bone
Frustrated

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Integrity Snowman



Lack of courage/
Commitment

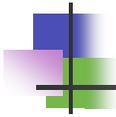
Think/Feel

Say

Do

Dishonest
Wimpy
Avoiding
Liar
Disappointed in self
Sense of failure

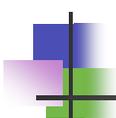
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Where will you get results?

■ Powerful	Angry
■ In control	Retaliatory
■ Authentic	Sneaky
■ Proud	Nervous
■ Honest	Guilty
■ At peace	Dishonest
■ Vulnerable	Avoiding
	Liar
	Frustrated
	Disappointed
	Failure
	Manipulated
	Fake
	Sold out
	No back bone

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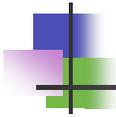


Therefore...

- How do you keep yourself in integrity?

- What should you do if your integrity snowman needs a chiropractic adjustment?

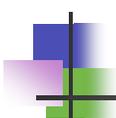
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Integrity Reflection

- Where is your integrity currently intact?
- Where is your integrity being challenged?
- What could you do to make sure your integrity snowman is aligned?

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Characteristics and Behaviors associated with each styles

- Four dominant communication styles:
 - Styles focused on tasks:
 - Doers
 - Thinkers
 - Styles focused on relationships:
 - Influencers
 - Connectors

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Communication During Challenging Times

Leadership Model During Crisis

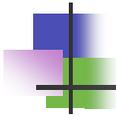


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Safety Huddle Communication

- SMESA
 - Safety
 - Methods
 - Equipment
 - Supplies
 - Associates

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NMMC Covid-19 Alert

NMMC COVID-19 ALERT

December 8, 2020

Current Status in Maine

- As of December 8, 2020, Maine CDC website had 12,679 confirmed cases, 10,338 recovered, 819 were hospitalized, and 246 deaths.
- 228 confirmed AND probable cases in Aroostook County
- We have 15,295,261 cases in the US (as of 12/05/20 at 2:30pm)

Local Data:

Number of COVID-19 tests	Number of Positive Results	Number of Hospitalized Deaths	Number of Positive Test Results	Number of Cases Recovered	Number of Deaths	Date & Time updated
3334	39	3265	30	20	1	12/9/2020

Safety:

- During routine testing for LTC this week, our BD Veritas machine resulted seven antigen positives. When repeated on our Quidel antigen machines, these same samples were negative as well as the follow up PCRs that were performed. This was discussed with the CDC and all individuals who's first antigen test resulted in positive were allowed to return to work.
- We currently have night staff members who are under quarantine as close contacts to COVID positive individuals. The earliest staff member to be released is 12/11 and latest one is 12/22.
- can initiate appropriate and timely follow up. COO will include FRRH in emails to providers regarding new positive cases.

Methods:

- Monoclonal Antibody treatment/injection – The state has decided to send this treatment to the four large Maine hospitals/systems and it will be distributed from there. In order for this treatment to be used appropriately, we need to administer it early in the week and therefore, need doses on site. We will work on the protocol for treatment in anticipation of getting better access to it.

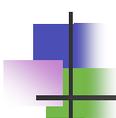
Supplies:

- Vaccine updates – We expect to receive our first shipment of Moderna vaccine mid to late December. This is a two-dose vaccine set to be given 28 days apart. Once the one dose is documented (must be within 24 hours of administration), we will be automatically sent the second dose at the appropriate interval. We are instructed to prioritize ER, ICU and COVID unit staff for administration of the vaccine for this first round per state guidelines.
- BD Veritas machine appears to have a higher rate of a giving a positive result when the person is actually negative. Due to our experience this week and the rate of false positives, we will use our other antigen testing machines instead of this one. It is important to remember that a positive antigen test in an individual who is not having symptoms is not as accurate as our PCR tests. This is why we always follow up with a PCR test to confirm the positive.

Associates:

- The task force wishes to stress to all employees to keep their holiday gatherings to a minimum.
- Social work department offers virtual support groups. Contact Courtney DePrey for the zoom link.
- Employee assistance is available through our HR department for any employee that wishes to seek help to manage their mental health during these trying times. Contact the HR department for more information.
- if you have any questions or concerns, you can email copost@nmmc.us. We want to hear from employees regarding challenges they are facing and any possible ideas for solutions. Let us know how we can improve!

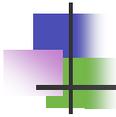
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Rounding on Employee

- At least monthly
- Takes about 10 minutes
- Start with a personal connection
- What's working well today
- Anyone I can recognize for going above a beyond – follow-up by sending a card
- Do you have the tools/equipment/supplies to do your job
- Any quality or safety concerns
- How can I better support you

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Summary

Earn you leadership every day
- Michael Jordan