

Straight Talk™: Prepare for Clear Communication

As the Speaker . . .

Prepare to have the conversation

1. State the purpose of the conversation

"I want to talk to you about"

2. Describe the behaviour specifically

Focus on what you saw / heard the person say

3. Describe the effect (impact) of the behaviour on you

"I thought....", "I felt....." The impact on me was . . ."

4. Give the other person an opportunity to respond

"What were you thinking about at the time... / "What was going on for you...?"

"What was your intention....."

"How do you think we can progress this"?

5. State what you would like them to do differently

"I need you to" "I'd like you to ..." "If you can focus on 'x', then our patient care can be enhanced . . ."

6. Return responsibility to the person and offer support

"Will that work for you?"

"Are there any other suggestions that will be helpful here?"

"What can I do to support you in this?"

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As the receiver . . .

Be prepared to talk about it

- 1) Have the conversation
Make time and space for the conversation

- 2) Act respectfully
Listen actively; be calm, be present in the conversation

- 3) Clarify crucial information
Listen for intent and meaning; clarify key details to enable shared understanding

- 4) Don't argue thoughts, feelings or perceptions
Offer and explore possible solutions; share your ideas

- 5) Respect reasonable requests
Be clear about what is expected of you

- 6) Cut the other person some slack
Respect their efforts in having the conversation with you; apologise if wrong; act graciously; encourage teamwork
