



## Conflict Communications: Apply Courage & Courtesy



LDI Webcast  
August 24, 2010  
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## Welcome!

This event is supported by the ONS  
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## Continuing Nursing Education Credit

- To receive 1.0 contact hours for this webcast, participants must pass the post-test and complete an evaluation after listening to the entire webcast.
- ONS is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. 
- ONS is approved as a provider of continuing education by the California Board of Registered Nursing, Provider #2850.

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- *This CNE activity does not include any unannounced information about off-label use of a product for a purpose other than that for which it was approved by the Food and Drug Administration (FDA).*
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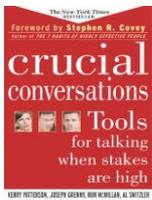
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“Communication works for those who work at it.”

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www.dialogueheals.com



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### American Academy Critical Care Nurses Healthy Work Environment Initiative



figure 1  
Interdependence of Healthy Work Environment, Clinical Excellence and Optimal Patient Outcomes.

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### Crucial Conversation



- Stakes are high
- Opinions vary
- Emotions run strong

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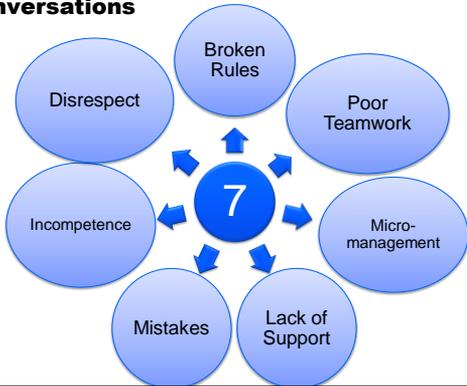
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**Essential but Difficult Healthcare Conversations**




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**Get Unstuck**



Spot Conversations that are keeping you from getting what you need!

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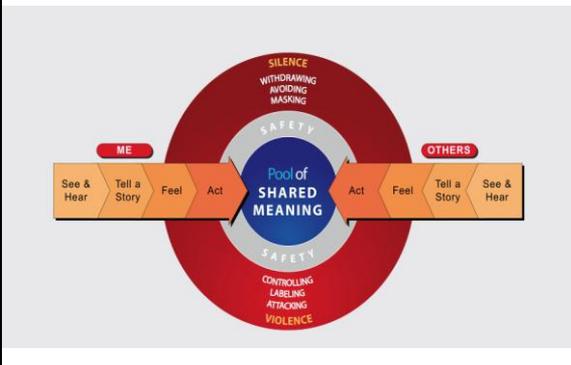
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**Crucial Conversations Model**




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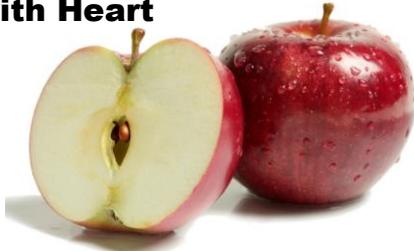
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## Start with Heart



- Work on me first
- What do I really want?
- Am I behaving in ways that move me toward what I want?
- Am I making a Sucker's choices (either/or)?

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## Learn to look



- Look for when the conversation becomes crucial
- Look for silence and violence
- Look and notice your own style under stress

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## Make it safe



- Apologize when appropriate
- Have I established mutual purpose?
- Have I maintained respect?

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## Master my stories



- Watch for the clever stories: Victim, Villain, and Helpless
- Am I pretending not to notice my role in the problem?
- Why would a reasonable, rational, and decent person do this?
- What should I do right now that will move me toward what I really want?

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## State my path & explore others' paths



- Share your facts and tell your story
- Ask others to tell you their stories (what they want)
- Ask yourself am I open to others' view?
- Am I confidently expressing my own views?
- Do I encourage open conversation and testing?

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## Move to action



- Decide how to decide
- What is the plan from here?
- Document who does what, by when and how to follow-up

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