

Communication skills for healthcare leaders

5 STEP GUIDE TO MANAGING CONFLICT

PREPARE (Prepare with intention)

YOURSELF



How do I feel? Plan & practice

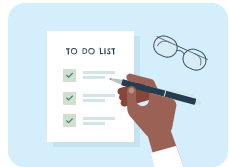
ENVIRONMENT

Quiet, private space



INFORMATION

Gather information and read



CONSIDER

What might the situation look like from their perspective?

I can't stand it when...

INITATE (Getting off to a good start)

GREETINGS

Hello



NON-VERBAL SKILLS

Facial expression, body posture, vocal tone, time



EMPATHY

I see... it sounds like...

CLEAR, SHARED AGENDA

Is there something else that you would like to discuss today?

PROVIDING STRUCTURE

Signpost and agree how the conversation will proceed (including ground rules)

You feel uncomfortable with...

GATHER INFORMATION (What is important to the person?)

LISTEN

Eye contact, leaning, nodding, facing the person...



QUESTIONS

Open

Tell me about...?

Screening

You said you were frustrated, can you tell me more about that?

Clarifying

How would you like things to be different?

SILENCE

Mm-hmm... pause



SUMMARISE

Facts & feelings

So, just to recap, you wanted the services for older people to take over...

REFRAME

PROVIDE INFORMATION (Working together)

RIGHT AMOUNT & TYPE

I have some additional information... from nursing colleagues...

Chunk & check

AID RECALL & UNDERSTANDING

Use easy to understand language
Slow down
Organise & signpost

There are three important things that I would like to discuss with you. First...

INCORPORATE PERSPECTIVE

Relate explanation to the person's concerns

Respond to non-verbal cues

You said you were annoyed that...

SHARED DECISION MAKING

Share your thinking

I wonder if it might be helpful to...

Explore options

I think there are a number of options

Negotiate the plan

If I understand you correctly, you are inclined to...

Check with the person

I have shared a lot of information with you — let's pause — I'd like to hear what questions you have

CLOSE THE CONVERSATION (Final check and next steps)

NEXT STEPS

Actions, support, follow-up

SUMMARISE

Shared understanding

So, just to review, we talked about

CHECK

How are you feeling?

Something else?

AFTER

- ☐ Document
- ☐ Reflect
- ☐ Debrief
- ☐ Action

What? So what? Now what?

Find out more:
www.hse.ie/nhcprogramme



National Healthcare
Communication
Programme



International Association for
Communication in Healthcare

