



Communicating Effectively

Bridging the Gap Between Practicing Radiology and Being a Leader

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Disclosures

None.



Communication

Definition:

1. the imparting or exchanging of information or news
2. means of connection between people

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Effective Communication

- Why?
 - Employers value good communicators
 - Conflict is draining
 - Relationships are the key to happiness



“The single biggest problem in communication is the illusion that it has taken place.”

– George Bernard Shaw





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Communication

- Transactional
- Relational
- Personal



Practice



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Types of Communication

- Face-to-face
- Phone
- E-mail
- Text



From Pexels.com



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Barriers to Communication

1. Judging/criticizing/minimizing
2. Not attending
3. Using jargon
4. Providing unwanted advice
5. Rambling



Keys to Effective Communication

- Active listening
- Control and read non-verbals
- What you say (intent)
- How you say it
- What they hear (impact)
- Selecting the appropriate response



Active Listening

“If your mouth is open, you are not learning”

- Buddha



Active Listening

“Most people do not listen with the intent to understand; they listen with the intent to reply”

- Steven Covey



Active Listening

- Look interested
- Listen with eyes and ears
- Listen twice as much as you speak
- Go with the flow (Celeste Headlee)
- Ask open-ended questions
- Clarification and reflection

https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation





From www.guardian.co.uk

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Non-verbal Cues

- Tone
- Body language





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Subtle body language

- Body position
 - Shoulder-to-shoulder versus face-to-face
 - Interpersonal distance
 - Position of feet
 - Initial reaction facial expression
 - Mirroring body language

<http://art-sheep.com/gorilla-glasses-were-designed-to-prevent-eye-contact-with-easily-offended-gorillas/>



What you say

- What you intend to convey



How you say it

- Tone
- Conciliation
- Show that you care



What they hear

- Impact - not always the same as what you say



Speaking Truth to Power



From The New Republic

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Select a Response



Start with Yes

- “Yes, and” not “yes, but”)

Alan Alda in [If I Understood You,
Would I Have This Look on My
Face?](#)



5 Chairs Framework – Louise Evans



<https://www.youtube.com/watch?v=4BZuWrdC-9Q>

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The Jackal - Judging



From Wikimedia Commons

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The Hedgehog – Self Doubt



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The Meerkat - Waiting



From pxhere

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Dolphin - Detect

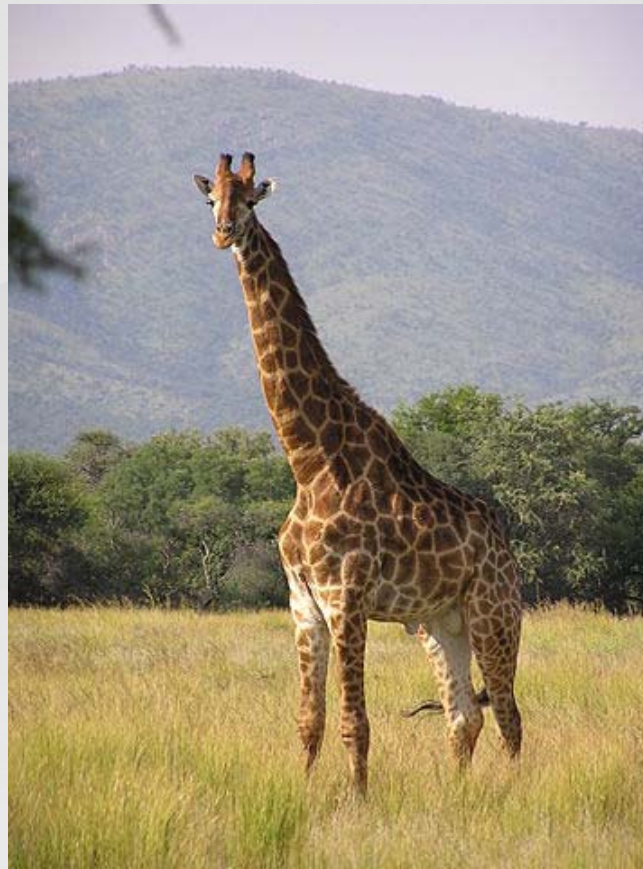


From Sdunne

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The Giraffe - Connect



By Miroslav Duchacek (from Czech Republic) - Own work, CC BY-SA 3.0,
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Empathy

“When we listen for their feelings and needs, we no longer see people as monsters.”

Marshall Rosenberg from Nonviolent
Communication: A Language for Life



Empathy – Brene Brown

- Theresa Wiseman – 4 qualities of Empathy
 - Perspective taking
 - Staying out of judgment
 - Recognizing emotion in other people
 - Communicating that

<https://brenebrown.com>

Daring Greatly by Brene Brown

<https://www.youtube.com/watch?v=1Evwgu369Jw>



Empathy – Brene Brown



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It's Not About Being Right

Be the bigger dog



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