Effective Communication

RPN Presentation
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POLL

Do you supervise staff?

Yes or no

Communicating with Colleagues

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Information sharing
Decision making
Relationships

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Communication Considerations

Methods/tools

- In Person
- Phone call
- Email
- Text
- Videoconference (e.g., zoom)
- Communication & Project Management software (MS Teams, Slack, Smartsheet, Asana)

Setting/audience

- One on one
- Small group (direct team)
- Large group (study team)
- External partner (e.g., IRB, HR)
- Characteristics (language, formality, talker)

Content

- Intent of information (e.g., discussion vs sharing, documentation)
- Sensitivity (e.g., budgets, performance, personal)
- Urgency (ASAP?)
- Regular vs ad hoc

5

Best practices

- Share information while maintaining confidentiality and stability
- Assume best intentions; remain calm in tone and body language
- Facilitate conversation/invite others to speak/bidirectional
- Re-read an email (sometimes multiple times)
  - tone, typos, attachments, missing anything?
- Consider who needs to be on the email
  - consider carefully when using BCC
- Prepare (e.g., agenda, what's the goal, practice, review with others)
- Take notes/to do list/record/shared document storage
- Follow up/reply in a timely manner

Other best practices or tips?

- Raise your hand or write in the chat

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Scenario 1 – What would you do first?

Your colleague that you work closely with told you that they are going on leave (FMLA) next month.

A. Ask the colleague why they are going on leave.
B. Let your colleague know that you will cover their job when they are gone.
C. Ask your joint manager what the plan is for covering the colleague's work while they are gone.
D. Tell your direct reports that this colleague is going on medical leave so you need their help to get the extra work done.

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Scenario 2 – What would you do first?

Your colleague is having a hard time with their boss and sent you an email detailing the situation and asks you for advice.

A. Forward the email to your boss to see what they think you should do.
B. Forward the email to your colleague's boss's boss so they are aware of the situation and can handle it.
C. Reply by email explaining that you have heard of several other people having issues with this person and there is nothing to be done about it.
D. Reply by email offering to meet in person or talk by phone to learn more.

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Scenario 3 – What would you do first?

You supervise a Research Assistant and they always have their camera off during Zoom meetings, when that is not the norm.

A. Make a joke in the meeting about how you forgot what they look like.
B. Private chat them in the meeting asking them to turn on their camera.
C. During your next one-on-one check in ask them why they don't turn on their camera and explain why you want them to start doing so.
D. Nothing, everyone has Zoom fatigue and they have the right to privacy.

OPEN DISCUSSION

Scenario 4 – What would you do?

You are a research coordinator and you noticed that several members of the research team (that you do not supervise) have been making insensitive remarks or using stigmatizing language about the research participants.

Effectively Communicating with your Principal Investigator

Communication Cycle

Establish the Need → Define and manage the expectation → Ask questions → Review the key points and objective → Execute → Revisit and Review

Establish the Need

Understand the goal and what the Principal Investigator needs you to do.

The PI may have a big idea with many people involved. Our job is to dissect all of the information and determine your role in the overall goal.

Tip- The 1st five minutes of your meeting will help you determine what the end goal is and why the assignment/project is important.

Define and Manage the expectation

Determine what is expected of you.

Is the expectation realistic?

Listen to the key dates.

Do you have enough time to meet the expectation?

Have you asked for due dates?

Identify the deliverables.

Build in time to do the work.

Checklist always work well

Determine who you may need to meet with.

Know who has the information you need to complete your task.

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Ask questions

Clarify the expectation and ask key questions that will shorten the timeline to get the work done.

Asking the right questions in the beginning will save you and your PI valuable time.

Don’t be afraid to ask for more time. Unless there is a hard deadline, most timelines have some flexibility. If you feel that you may need more time to complete a task, ASK!

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Review the key points and objective

Schedule check in meetings with your PI after the initial meeting to confirm that you are on track.

Reiterate the key points and due dates that were discussed.

Schedule a final check in at least 2 days before the due date.

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Execute

After you have developed your plan, meet with the appropriate people on your team.

Schedule meetings early and as often as necessary.

Again, don't forget your checklist.

**Asana or Monday.com work well if you prefer online tools that can be shared across your team.*

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Revisit and Review

Be sure to have a debrief meeting to determine what went well, what could have gone better and if this is a recurring project or task what changes need to be made in the future.

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Communicating with Research Participants

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