

Toward Better Communication
and Teamwork:
Skills for Handling Difficult
Conversations

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**PERSONALIZING
CONFLICT**

Think of a time when...

A Story...

Reframing Conflict

- It's about relationships
 - Relationships are co-created
- “Start with the heart” (Crucial Conversations)
- Seek to understand the unmet needs – your own and for the other person

A-B-C-D-E

A	B	C	D	E

A

- Activating event or adversity faced
- Just the facts

Consequences

- Identify how the situation is making you feel – examples:
 - Frustrated
 - Worried
 - Angry
 - Upset
 - Confused
 - Scared
 - Embarrassed
 - Discouraged

Beliefs

- Beliefs you hold about the activating event
- The “story” you tell yourself
 - “He only cares about himself and not the team.”
 - “She is out to get me, probably wants me fired.”

Energy

- So how is your energy at this point?
- What might happen if you were to confront the other person?

Dispute

- Attribute positive intent
- What do you appreciate about the other person?
- What do you have in common – mutual purpose
- **Dispute** the original story (B) – what other possible explanations exist?

Energy

- Re-check your energy – any difference?



A	B	C	D	E
<p>Avoids me in the hallway</p> <p>Uses RNs or other PCCs to relay info</p> <p>Not speaking to me</p>	<p>He doesn't want to work with me anymore</p> <p>He wants me fired</p> <p>I'm terrible at my job</p>	<p>Worried</p> <p>Concerned</p> <p>Confused</p> <p>Frustrated</p> <p>Upset</p> <p>Disappointed</p>	<p>I admire him as a physician; his patients really like him</p> <p>He is just as confused as I am and also wants to fix it</p>	<p>Initial: I feel awful it has come to this; hopeless</p> <p>After 'D': Maybe there is a way to salvage this relationship</p>

Additional Thoughts

Increase Self-awareness

- Self-reflection (journal)
- Analyze self-talk (what other possible explanations could there be?)
- Go to the balcony

Additional Thoughts

Leadership Matters

- Lead by example – emotions and behaviors are contagious
- Inspire and motivate others; make yourself accessible; role model the behaviors
- Frame situations as learning opportunities

Resources

- *Crucial Conversations: Tools for Talking When Stakes are High*, Patterson, et al
- *Nonviolent Communication*, Marshall Rosenberg
- *Primal Leadership*, Daniel Goleman
- *Learned Optimism*, Martin Seligman
- *The Emotional Life of Your Brain*, Richard Davidson

**THANK YOU –
QUESTIONS?**