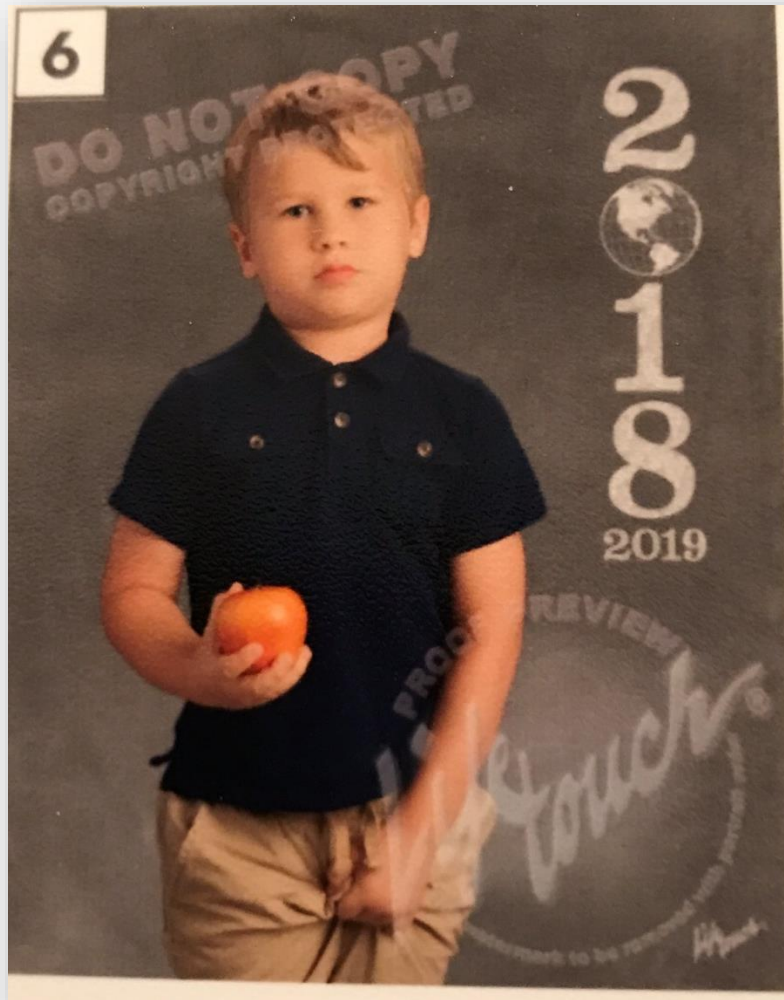


# IMPROVING YOUR COMMUNICATION

Gord Unsworth  
Providence Care  
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# BEFORE WE START

- who is someone that you can believe in (or be “all ears” for)?
- who believes in you (or is “all ears” for you)?



**DISCLAIMER**

# AIMS FOR OUR SESSION

- Describe the Acknowledge, Explore, Support communication framework
- Discuss strategies/enablers for goal-setting
- Identify at least one action to take back to your practice



## AIMS FOR OUR SESSION

- Interactive
- Informative
- Impactful



# LAND ACKNOWLEDGEMENT

# GOAL ENABLERS

- Acknowledge/Explore/Support
- Assertiveness +
- 2 key phrases that are underutilized
- Expectations/feedback
- Driving the bus (goal theory)



# A NEW WAY TO COMMUNICATE?

Acknowledge

Explore

Support

# ACKNOWLEDGE

Make neutral or positive statements to bring the person into your interaction.

“It is nice to see you”

“Thanks for sharing”

“You seem different today”

# EXPLORE

Better understand individuals and make less assumptions by asking questions. We focus on our own narratives and need to understand other's perspectives more

“Tell me more”

“What's on your mind?”

“What do you need right now?”

# SUPPORT

After we acknowledge and explore we can then support. We are more likely to co-create and have positive outcomes.

“let’s go for a walk”

“let’s talk about this again the next time I see you; I want to learn more from you!”

”your mom needs to hear about this, will you let her know?”

## IN THE CHAT:

- What area is your comfort zone (CZ)(where you operate most frequently)?
- Which is an improvement area (IA) (more attention in this area is warranted)?
- Gord's example:  
CZ – acknowledge, support    IA - explore

## ASSERTIVENESS +

- Share what you need/want to say and ask the other person their point of view / perspective

## 2 KEYS PHRASES THAT ARE UNDERUTILIZED

“Thank you”

(clients, family, effort, progress, partnering)

“I’m sorry”

(Queen’s example, complaint about a colleague)

## EXPECTATIONS/FEEDBACK (PATIENTS/FAMILY/STAFF)

- Co-created?
- Timely?
- Re-visited?
- Clear?
- Consistent?



# DRIVING THE BUS (GOAL THEORY)

- Client/family driving the bus (care bus)
- Who are the passengers? (supports)
- Where you going? (direction)
- How to you fuel/maintain the bus? (sustainability)

## Goal considerations (staff):

- Self-determination theory (autonomy, relatedness, competence)
- Goal-setting theory (clarity, challenging, commitment, feedback, complexity)
- Personal vs staff/facility

## GOAL ENABLER (POLL)

Which goal enabler resonates with you the most?

- Acknowledge/Explore Support
- Assertiveness +
- 2 key phrases that are underutilized
- Expectations/feedback
- Driving the bus (Goal Theory)

# LANGUAGE

- Not motivated, unmotivated?
- Bad staff, bad student
- Empathy vs presence



MCMMASTER STUDENT

## LESSONS FROM THIS STUDENT

- The approach of the student: to be there (present) for the person on the bus. Didn't have knowledge or the answer but simply embraced the situation.
- What would happen if we as leaders/staff/community members took on this approach?



FROM TODAY:

What is one thing you plan to change/implement in your life?

## IN THE CHAT:

- -List what you plan to do differently and/or state what 'matters the most' to you
- -Feel free to share how you plan to make this happen (accountability)
- -share other feedback or what is on your heart/mind

# QUESTIONS?



Want to keep the conversation  
going?



Please email me at  
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