

C1L2 - Ashley Hay

(0:05 - 2:00)

Hello, Ashley Hay here with Health Tech Academy, and I'm going to be helping you along your journey throughout this course, just giving you a little bit of extra info and recapping some content from the modules and the lessons that you're already going through. So I hope that you are enjoying this course so far. I know that in the prior lesson, we kind of dug into a little bit about the profession in general and what to expect, but I did want to highlight a few really important pieces of information regarding communication and teamwork.

I myself have been an oncology nurse for almost 20 years, and I can tell you I've worked in a variety of settings, and it doesn't matter what kind of healthcare provider you are, if there is, you know, anytime that you're showing up to work, there is communication that should be had, and there's good communication that's really expected of a healthcare professional between yourself and your peers, your co-workers, between yourself and patients, perhaps. Just, you know, there's interactions happening every day in our field, so I did just want to kind of go over that in a little more depth. I think, you know, we're so quick kind of doing tasks and things and often, you know, being worked pretty hard in this field that sometimes, you know, we're not always self-aware of our communication, so things like, you know, just kind of leaning in and being aware of your body language can make a really big difference, and a lot of people, you know, don't even think about it.

(2:00 - 2:57)

I know that we covered a little bit about elements of good communication within the lesson and the PowerPoint, but I thought that this was an important graphic to kind of go back and revisualise. So, you know, you have the health profession, and then you have everybody else, you know, who may or may not be interacting with you, and I really like the flow here of sending and receiving. You know, even in our personal lives, it's so common that people kind of wait for their turn to talk instead of kind of sending and then waiting to receive, and then from there kind of, you know, again, negotiating this mutual understanding and maybe going back and forth a little bit up and down the scale, but just kind of being aware of your emotions and how you're speaking to the person in front of you and then also receiving how they're doing the same.

(2:58 - 4:44)

So, yeah, these will help you in a number of different kind of scenarios. That's for sure in this field. I think, you know, another important thing to discuss is just the channels of communication.

So, you know, between yourself and a patient or yourself and maybe your supervisor, you know, there's a lot of different types of channels that we can communicate through and that we

should be mindful of when we're communicating. So, you know, just also keeping track of things like receiving feedback, whether that's perhaps from a patient on something that we can do better or whether that's coming from a peer saying maybe that they don't agree with perhaps your style of doing something or even a supervisor who's saying, you know, there was an issue or better yet, oh, you've done such a great job at this historically, how can you help us improve the process for others? So, all of this can be achieved through communication. Teams are much stronger when led by a great communicator.

So, you know, if you are interested in excelling your career and becoming a leader in your area, you know, no matter how small or big the team, you know, effective communication is really key. And then I wanted to mention a few reasons why I think communication can really fail sometimes. And, you know, we find ourselves up against these kind of barriers to proper communication.

(4:45 - 5:01)

I think a lot of times there are miscommunications. And what I mean by that is that there's misperceptions of situations. So, maybe you say something and you know how you meant it, but the person receiving it maybe received it and perceived it a bit differently.

(5:01 - 5:16)

And maybe found your message rude when it wasn't intended to be so at all. Or, you know, maybe you're trying to convey something a bit more serious and their perception of it was that it wasn't a big deal. So, maybe they kind of laugh it off.

(5:16 - 6:19)

So, that's kind of a barrier, right, to getting great communication. And I see this a lot, especially within teams. So, you know, your primary team at work, there's often kind of different hierarchies and kind of subsets of teams that often start forming.

So, it's just really important to be aware, you know, of a lot of different communication barriers. And these can even include things like, you know, environmental barriers, which happen to us a lot in this field. You know, maybe we have masks on or we're kind of stuck in an isolation room kind of, you know, we need from our peers.

There's, you know, muffled voice due to a number of reasons. And then there's lack of desire to communicate, which is also kind of a bigger deal as well. And verbal blocking, which can also be a problem, you know, for other team members.

(6:23 - 6:51)

Okay. So, what do I mean when we talk about verbal blocking? This can really be caused to a number of factors. So, if environments, which is very common in healthcare settings, right, are

unsuitable for discussion, maybe it's too loud, it's not private, there's, you know, too many people around, it's a waiting room maybe, you know, that's a time that we need to kind of block a bit of verbal communication.

(6:52 - 8:12)

Lack of privacy to discuss sensitive topics, definitely always important, you know, to kind of block conversation at the moment, move it somewhere private. But verbal blocking can also happen in a number of scenarios related to mistrust, lack of rapport among colleagues, and their distrust that maybe, you know, certain team members are unable to maintain confidentiality, or that's how they're perceiving it. So, these can all be reasons why verbal blocking can occur, does occur, or you should, you know, enact verbal blocking.

There was also a TED Talk that was mentioned in the module, and I would definitely recommend that you guys take a look at that. The art of effective communication is something that I believe everybody can work on in every kind of profession, and I think once you guys get through this module, you'll have a lot more competence just in the general realm of good communication for the healthcare space. And I hope you guys are moving along in the videos, and we'll see each other again soon.

All right, hang in there.