

INTERPERSONAL AND COMMUNICATION SKILLS

The art of communication is a complex and multi-factorial skill. Each trainee comes with pre-existing skills that span a wide spectrum of skill. During their residency, trainees will be expected to:

CA-1: Able to identify all and demonstrate some of the characteristics and skills listed below

CA-2: Able to identify & explain all and demonstrate the majority (minimally 3 of 4) of the characteristics below. They will show proficiency of the techniques and skills required to demonstrate these characteristics.

CA-3: Identify, explain and demonstrate all characteristics listed below. They will show mastery in the use and implementation of these skills and exhibit leadership. Residents at the CA-3 level will act as role models to educate others in these skills.

CHARACTERISTICS

Show evidence of perceptiveness to patient, patient support, peers, colleagues, and co-workers communications

- Use tone, tenor, and context
 - To promote participation
 - To engage in written and verbal communications
- Detect subtle patterns, changes, and anomalies in communication
 - Use to guide further communication
 - Ask if things are clear/understood
 - Make appropriate eye contact
- Take appropriate time as needed
- Listen and articulates plan with colleagues
- Listen attentively
- Play back what is said
 - Engage in closed loop communication
- Validate colleague
- Make other people feel comfortable in conversation
- Articulate unambiguously
- Ask if person is open to feedback

Demonstrates clarity, organization and sensitivity in expressing self in written, non verbal and verbal exchanges

- Is able to relay plan in writing
- Use language that colleague can understand
 - Writes clearly and legibly
 - Is able to write in understandable English

- Deliver info in lay language if necessary
- Write using basic grammar
- Write precisely and concisely
- Write prescriptions and orders that are clear and precise
- Use nomenclature and writing standards consistent with that of the institution
- Use interpreter services when required
- Systematically, comprehensively and regularly convey plan in a clearly understandable way
- Relay plan to patient/family in an understandable and precise way
 - Show consistent ability to obtain informed consent
 - Can reproducibly relay consent message
 - Understand the requirements for consent
 - Use language that is understandable
 - Obtain proper written acknowledgement of consent
- Confirm communication
- Convey idea and point effectively
 - Convey urgency but not panic in urgent/emergent situations
 - Clarify ideas and points in situations of confusion
- Understands the importance of body language
 - Aware of his and others “personal space”
 - Aware of body position and movements
 - Use body language appropriately

Demonstrates relationship/team building skills and attitude

- Show consistent ability to listen and allow others to feel heard.
 - Check for understanding
 - Encourage questions
 - Listen to patient's story
 - Elicit the patient's full concerns
- Acknowledge diverging/dissenting opinions even when unable to integrate diverging thoughts/opinions
- Acknowledge colleagues' emotions and uncertainty
- Establish/maintain a personal connection
- Create a supportive environment
 - Welcomes questions
- Establish eye contact
- Tenor/Tone/Content creates an environment commensurate with good team function
 - Communicate effectively as a “helper”
 - Know role in crisis
 - Understand “team” approach
 - Ability to question and be questioned
 - Ask for feedback
 - Ask for help when needed
 - Prioritize appropriately

Works to resolve/mediate/conflict and facilitate healthy communication and relationships

- Readily admits when wrong
- Knows when he/she is wrong
- Does not place blame
- Allow the colleague to complete his/her opening statement
- Aware of when it is time to reach agreement
 - Reach compromise when appropriate
 - Formulate a plan with multiple participants
 - Resolve disputes and conflict
 - Negotiates effectively when required
- Function as a helper and leader in different situations
- Act professionally as defined by professionalism competencies
- Preempt/ prevent disputes
- Approachable
- Play back what is heard
- Offer constructive criticism
- Validate others

Interpret communications reflectively and openly

- Integrate information into future communication and thought
- Understand the need for closure
 - Use language that encourages and expedites closure
- Culturally sensitive communicator
- Detect and interprets subtle patterns, changes, and anomalies in communication and uses these to guide further communication
- Acknowledge diverging/dissenting opinions
- Listen to patients story
- Acknowledge family emotions and uncertainty
- Validate others
- Offer constructive criticism