

Focus on...

COMMUNICATION



Using the video as a stimulus, discuss the questions below with your colleagues.

1. What does communicating with kindness mean to you?

Communicating with kindness can look different for each person. Getting to know your patient or colleague can help you understand what communication style they prefer and enhance your interactions with them.

2. Share examples of good communication you've witnessed or strategies you practice.

Invite participants to share examples of good communication strategies (and perhaps some not so good examples). The facilitator can emphasise the link between good communication, patient and family-centred care and increased safety.

3. Take a moment to reflect on your communication style. Is it assertive, passive or even aggressive at times?

Stressful environments can mean our communication can deteriorate when we're not at our best. Being aware of our own communication styles and those of others can help improve our communication and build trust.

4. How can we maintain respectful and kind communication in moments of stress?

Participants might like to share strategies for supporting each other and themselves during stressful times.