Respectful Conversations

Step 1: Plan for the Conversation
- Validate the facts
- Determine the focus of the conversation
- Create an environment conducive to effective communication
- Allot adequate time/prevent interruptions
- Determine who should participate in the discussion

Step 2: Check Perception
- Start the conversation with the reason for the meeting – be brief – then stop
- Ask the other person to describe his/her perception of the event

Step 3: Deliver the Message
- Situation: Repeat the situation and provide more detail
- Background: Provide background to the situation that puts the situation into perspective
- Impact: Describe the impact of the situation on building & sustaining human capital & impairing patient outcomes

Step 4: Empathize
- Provide a gracious space with good intentions and respect throughout the conversation
- Be comfortable with pauses/silence & truly listen
- Be sensitive & straightforward
- Put yourself in the other person’s shoes

Step 5: Summarize & Follow-Up
- Review the highlights of the conversation
- Check for understanding
- Determine what is to follow before the meeting & review the plan
  - Restorative justice
  - Administrative action
- Arrange for follow-up

Resources

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