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Recommended Citation

Plaisted, William, "Subjective Communication: A New Training Method" (2021). *M.S. in Health Care Management*. 6.
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Subjective Communication: A New Training Method

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M.S. in Healthcare Management

2021

Granite State College

Aim of Project

- To expose the stigma of traditional communication in the healthcare industry
- The healthcare industry is “black and white” but the way we communicate with subordinates should be open for subjectivity.
- People come from different backgrounds, cultures, generations, experiences, and upbringing. We as leaders must keep this in mind and use it as an advantage by communicating more effectively.

Background

- Lack of communication is the “silent killer” of the healthcare field
- Properly communicating with team members will improve team relationships
- Team members will feel more valued if their conversations with leaders are more individualized and unique, rather than generic
- Communicating effectively will ultimately improve the patient experience and increase the patient quality of care.

Results

- After implementing this new method, the results were staggering.
- My team has become more cohesive and receptive to any questions or concerns that arise
- These results made it possible to come up with the acronym, T.E.A.M
- **T**- Test/Trial
- **E**- Evaluate
- **A**- Assess
- **M**- Manage