M.S. in Health Care Management

College of Professional Studies Granite Division

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Subjective Communication: A New Training Method

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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.

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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.

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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