

Communicating in Colour: Inter-professional Conversations



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Conflict Disclosure Information:

Presenter: Amy Forget

Title of Presentation: Communicating in Colour:
Inter-professional Conversations

I have no financial or personal relationships to disclose.

Communicating in Colour

Objectives:

- Understand why effective inter-professional communication is important
- Identify your own colour communication style
- Identify other colours' communication styles
- Acquire colour-based strategies to enhance conversations



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Interprofessional Communication



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Interpersonal Communication



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Interpersonal Communication

Common barriers:

- personal values/expectations
- gender biases
- culture/ethnicity
- use of jargon
- educational differences
- personality differences
- communication preferences



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Successful Conversations

- Shared professional competence
- Increased resource availability
- Improved patient outcomes
- Reduced length of hospital stay
- Reduced medically-related errors



ORANGE

- Natural problem-solvers
- Live in the here and now
- Crave excitement, fun, adventure
- Never read the manual, just dig right in
- Encourage a team with high energy level and ambition



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GOLD

- Accountable, thorough, detailed
- Crave productivity
- Appreciate order and punctuality
- Always read the instructions
- Essential for keeping teams organized and focused



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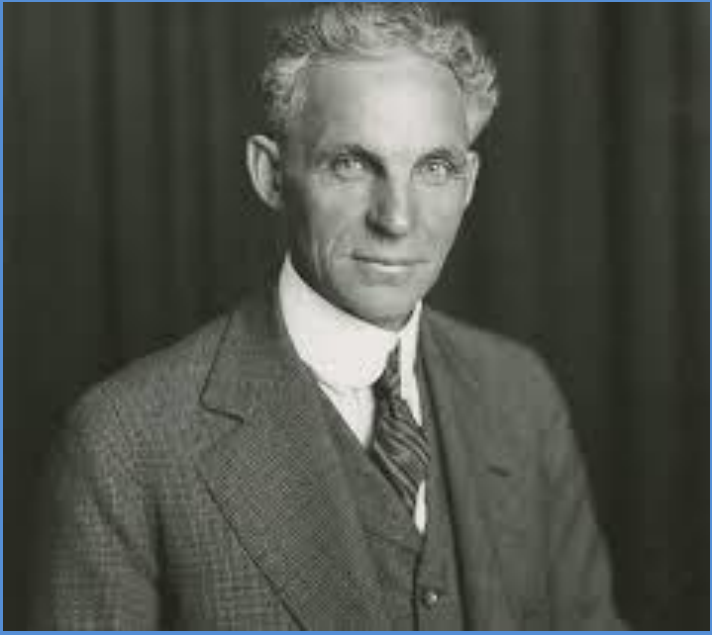
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GREEN

- Principled leaders, seek accuracy
- Make decisions based upon information, not feelings
- Prefer to work independently and through email
- Value data
- Greens keep teams grounded in reality



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BLUE

- Blues care about people more than anything.
- Empathetic, capable of connecting, enjoy finding potential in others.
- Prefer face to face discussions
- Flag discord and act as a peacekeeper



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BLUE



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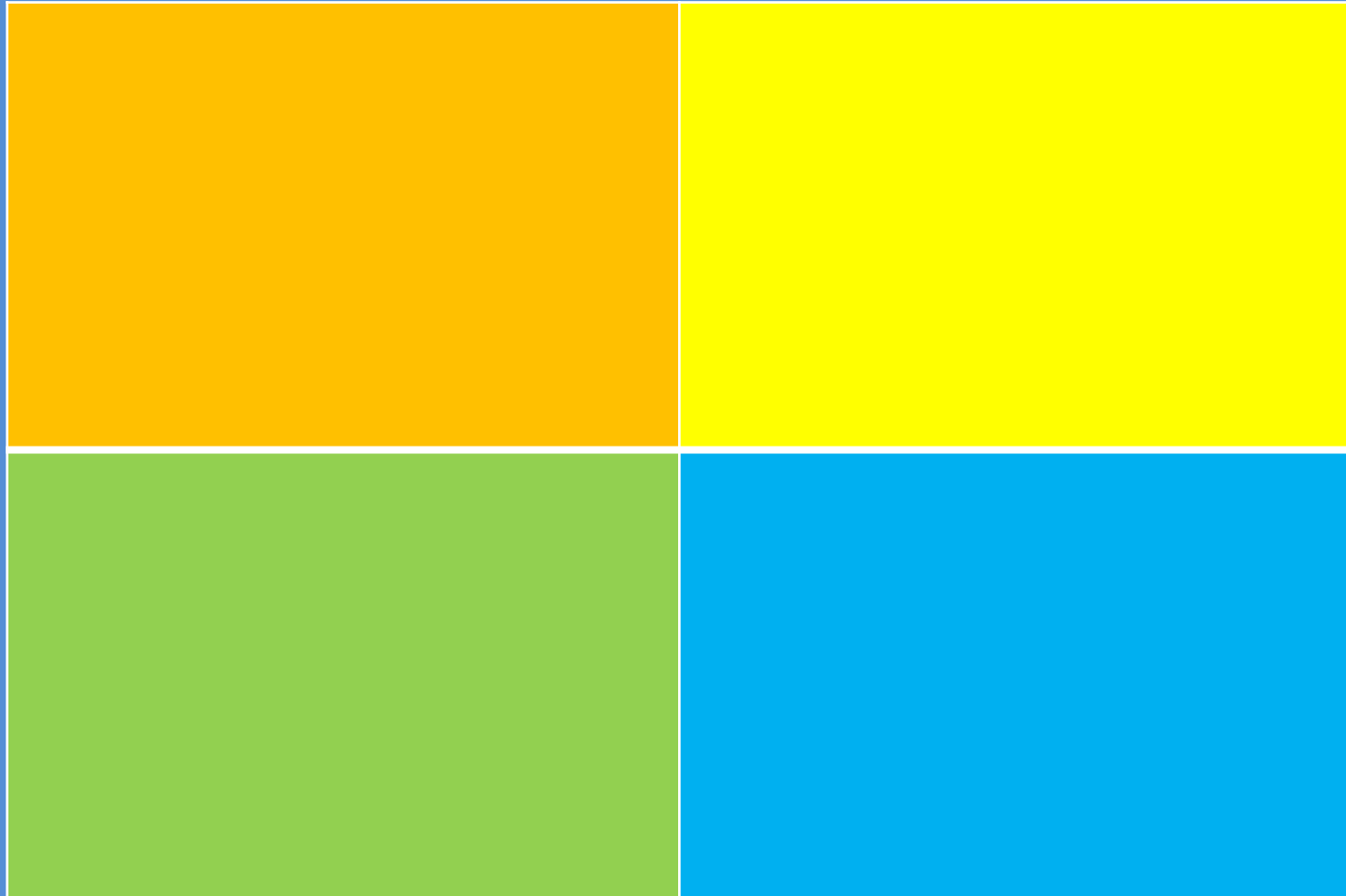
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Now time for the quiz!



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ORANGE

- Use chunks of info
- Move with them while they multi-task
- Allow options and flexibility
- Lighten up



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GOLD

- Be prepared with details
- Stay on target and be consistent
- Be respectful
- Don't interrupt
- Recognize their contributions



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GREEN

- Avoid redundancy
- Give big picture first, then fill in details if asked
- Skip “small talk”
- Don’t misinterpret their need for information as an interrogation



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BLUE

- Acknowledge them
- Show appreciation
- Include them
- Have patience
- Don't bark orders



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QUESTIONS?



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