

CAN WE TALK?
NAVIGATING THE MINEFIELDS OF
DIFFICULT CONVERSATIONS
PART 2: RESOURCES

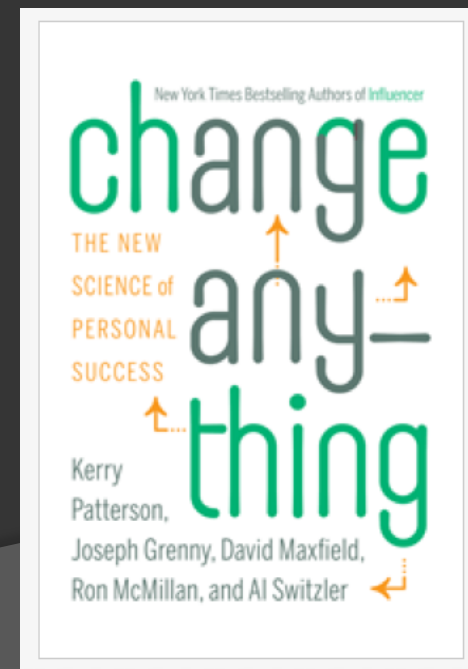
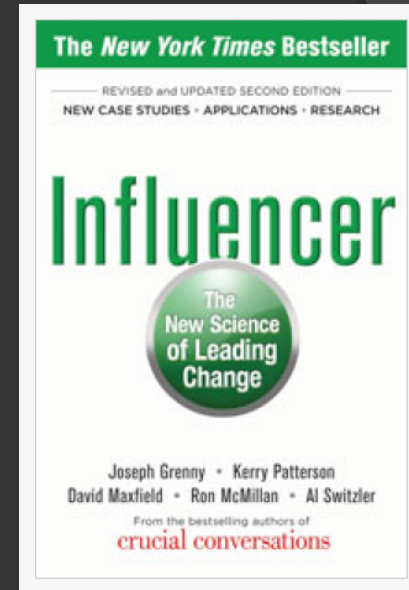
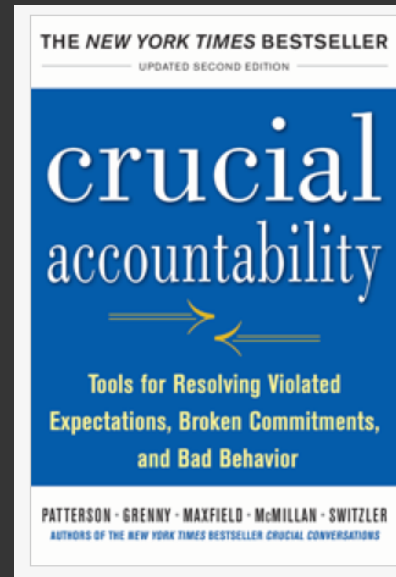
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Resources



The Books



The Silence Kills article:

<http://www.silenttreatmentstudy.com/silencekills/>

VitalSmarts, AORN, & AACN present:

The **Silent** Treatment

Why Safety Tools and Checklists Aren't Enough to Save Lives

WORK LIFE BLOG

In-depth info by local experts for job seekers and workers.

November 6, 2014 at 1:00 AM

How to handle your boss's unethical requests

By [Karen Burns](#)

One of my first jobs was busing tables in a small neighborhood spaghetti joint. It was one of those places where customers are given a complimentary basket of bread rolls. The owner told me that if one table of customers didn't eat all the rolls, I should just pass those same rolls on to the next table.

"Really?" I said.

"Hey," the owner said, "I gotta make a living here."

This is the way it often looks when you are asked to do something unethical, immoral, illegal or just plain icky at work. It's presented as "no big deal," "this is how we stay in business" or "everybody does it."

Share:



See the link for the way to handle the request:

<http://jobs.seattletimes.com/careercenter/work-life-blog/how-to-handle-your-bosss-unethical-requests/>

See if you can predict how you react to stressful situations

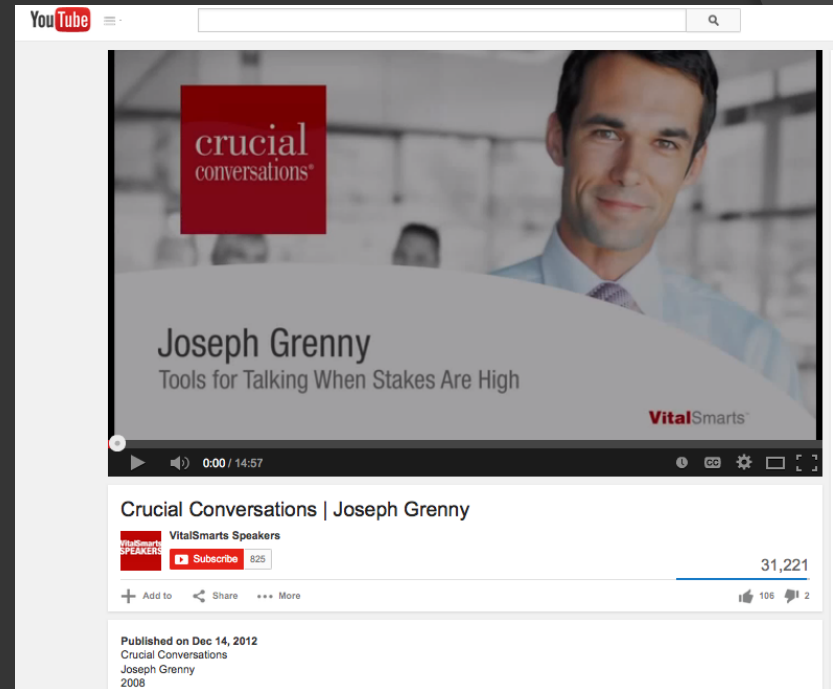


Your Style Under Stress™ Assessment

Stressed? Who, me? Never. (cue sarcasm)

<https://www.vitalsmarts.com/style-under-stress-12-assessment/>

See the you tube video:



<https://www.youtube.com/watch?v=PuJgqTs-G44>

Your organization probably offers classes:

Check your institution's intranet, check the human resources homepage, etc.

- To learn more about the Crucial Conversations program at Sibley Memorial Hospital, contact Sandra Laski, RN, or Patricia Haresign, RN, at educationandtraining@sibley.org. (Johns Hopkins)
- Human resource staffers had used VitalSmarts Crucial Conversations® Training at a previous healthcare employer and Hayes was pleased to bring the course to Emory University.
- Enrollment in this 10-session program is limited to 18 people. Register at: <http://cornell.veplan.net/Education/course.aspx?sched=1&c=7441> (Cornell University)
- VCUHS recognizes that effective communication is essential in everything we do here, but sometimes it's not so easy. To help employees better communicate with each other, their supervisors, guests and patients, we promote and encourage the communication principles found in Crucial Conversations.

Techniques to avoid:

- ⦿ ordering, directing: 'you have to...'
- ⦿ warning, threatening: 'you'd better not...'
- ⦿ preaching, moralizing: 'you ought to...'
- ⦿ advising, giving solutions: 'why don't you...'
- ⦿ evaluating, blaming: 'you're wrong...'
- ⦿ interpreting, diagnosing: 'you need to...'

Is your message clear?

Not clear	Clear
You didn't present that topic well.	I would have found more detail to be helpful.
You need to improve your communication skills.	Spend a little more time listening and paraphrasing the client's needs.
You have a poor attitude.	Try showing a little more enthusiasm towards this project.
Your work is not professional.	I think if your work was proof read and reviewed more carefully before being presented to your clients, it would be more effective.
You're not being strategic, and you're missing the mark.	I think this project requires a more long term approach. It would be better if your plan included a forecast of the project over time.
Are you crazy? That's a half baked idea if I ever heard one.	I think this idea requires a little more thought. Have you considered how this would work at our company?