

# Leadership With A Voice

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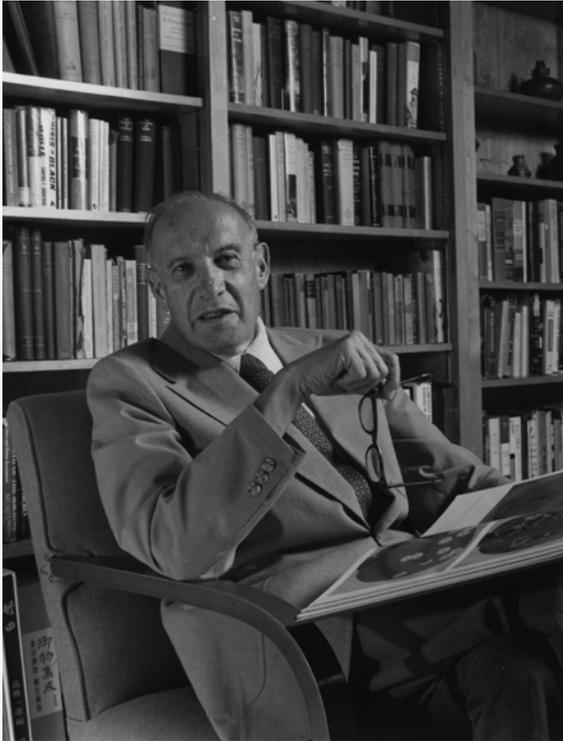
Inspiring and Collaborating through  
Intentional Communication

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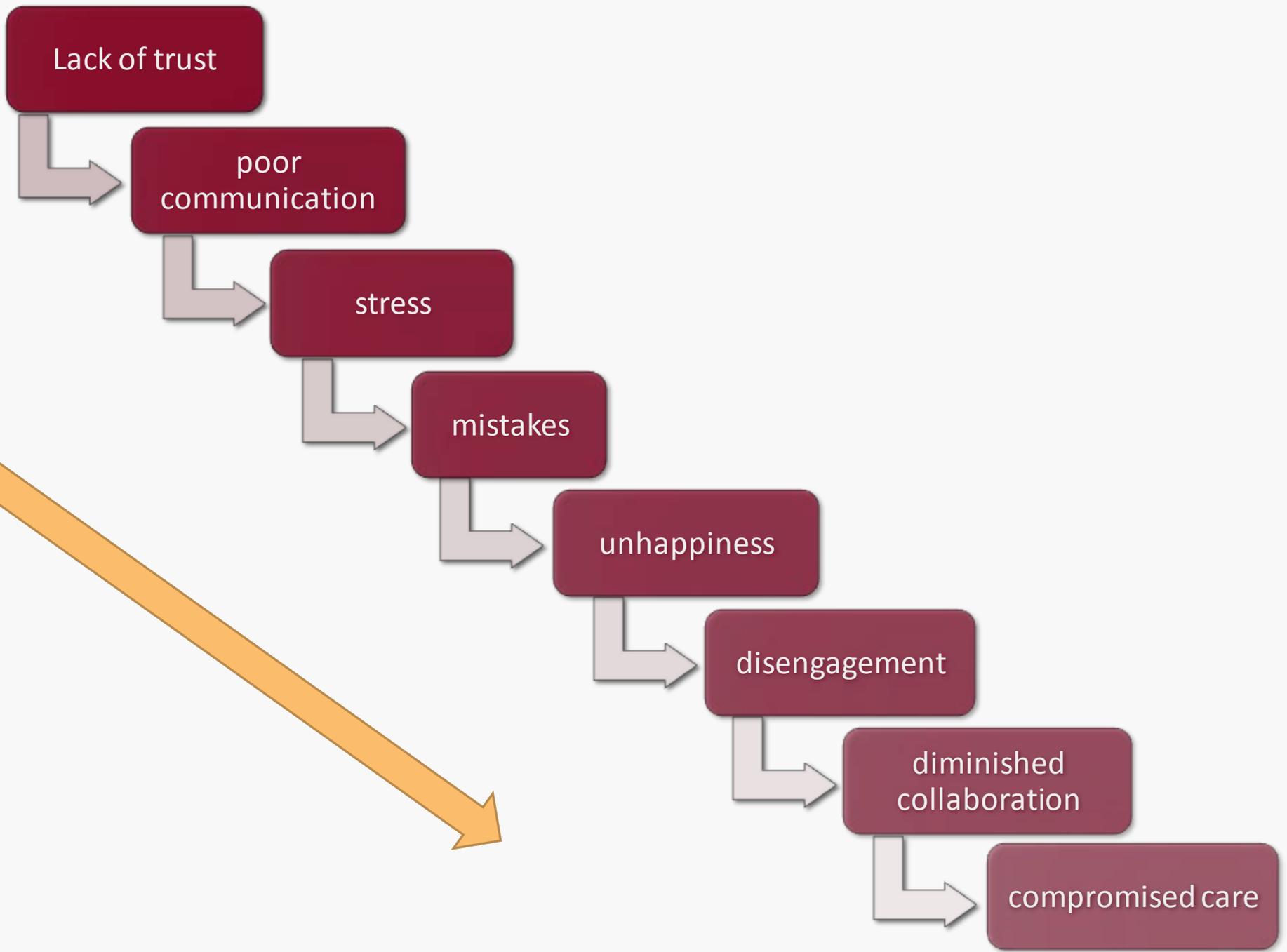
“Organizations are no longer built on force but on **trust**.

The existence of trust between people does not necessarily mean that they like each other. It means they understand one another.

**Taking responsibility for relationships is therefore an absolute necessity. It is a duty.”**

- Peter Drucker

(management consultant, educator, and author)



# Quiet Reflection (solo)

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1. Write a few sentences about what it feels like when you *feel heard*
  - Who recently heard you – what was the context, how did it feel?
2. Now write a few sentences about a situation/relationship in which you **do NOT feel heard**

# What does trust mean to you? (table discussions)

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With your entire table, pick #1, #2, or #3, and discuss as a group.

## 1. Why is it important to have trust?

- What happens when it's absent?
- What can happen if trust is present?

## 2. Why is trust sometimes not there?

## 3. What can nurses' role be in building trust in an interaction / relationship?

# Quiet Exercise (solo)

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❖ Write down people who trust you at work

❖ Why do they trust you?

❖ Think of people whom you do not trust

❖ How do interactions go when trust has been broken or isn't there?

# How do you build trust?

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It's the simple things:

- Telling the truth
- Keeping your word
- Being kind and respectful
- Being fair
- Being consistent
- Giving the benefit of the doubt
- Seeking to understand
- Managing your emotions and keeping an even keel

# How do you build trust?

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- ❖ It's ALSO accepting people where they are.
- ❖ Intentional communication
  - Honor whatever it is they're saying, whether or not you agree
- ❖ ***Cultivate a “yes” culture of communication***

# Activity (in pairs)

*Get creative!*

## Scenario:

Person A needs to schedule some atypical in-person team coverage.

Approaches close colleague Person B to brainstorm how they might go about it.

### Ideas for Person A:

- suggest bringing the issue to the group for discussion (vs. deciding it between the two of them)*
- suggest planning the schedule according to seniority / alphabetical order / people's favorite ice cream flavor....*
- ?

### Person B:

- Reject every single idea. Find fault with every suggestion and do not offer any of your own!*

# Activity: Round 2

*Get creative!*

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## Scenario:

Person A needs to schedule some atypical in-person team coverage.

Approaches close colleague Person B to brainstorm how they might go about it.

Ideas for Person A:

- suggest bringing the issue to the group for discussion (vs. deciding it between the two of them)*
- suggest planning the schedule according to seniority / alphabetical order / people's favorite ice cream flavor....*
- ?

**Person B:**

**-Accept every single idea. “Yes, and” – accept it, and build on it. Co-create. Collaborate!**

# Debrief

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How did that feel? What felt different between Round 1 and Round 2?  
What did you notice?

- ❖ Let go of your own agenda for a moment- and listen to them without judgment.
- ❖ “Yes and” invites collaboration. “Yes but” prohibits collaboration.
- ❖ “Yes and” doesn’t necessarily mean you agree! The “yes” is you acknowledging what the other has brought up – allowing it to be considered – you can then go on to reframe, redirect, etc.

# In closing

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Trust is a key ingredient in successful communication.

You play a part in establishing that trust.

My goal today:

- to get you thinking about the importance of trust in your communications at work
- the role you can play in building trust so that you can have more effective communications