

Collegiality Ninjas: A Field Guide to Improving Colleague-Colleague Interactions

OR

Cultivating an Interpersonal Green Thumb

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1

Faculty/Presenter Disclosure

- Faculty: DR. CATHY RISDON, DR. ELLEN PEARLMAN, DR. CALVIN CHOU

All 3 of the presenters are on faculty of the Academy of Communications in Healthcare which is a not for profit , mission based professional home for all those who are committed to improving communication and relationships in healthcare.

We have received honoraria from ACH as expert facilitators for training programs we have provided within North America. Today's workshop has not received any ACH funding.



2

Why are we here?

- To see things in new ways
- To build confidence
- To learn and practice skills
- ...all in the service of increasing workplace collegiality



3

We're going backstage....

- What YOU do shapes the whole
- Every encounter is a chance for a "first impression"
- How can you improve detection of "clues for connection?"
- Initiating and amplifying connection is a skill – something that you can practice



4

What's Behind the Curtain?

- Attention in healthcare practice focuses on time with patients/clients and families ("front of house")
- A day in practice contains as much human contact with colleagues/team members as with care recipients ("backstage")
- Front of house outcomes are linked to what happens backstage!



Backstage Wellness: Today we are in The Green



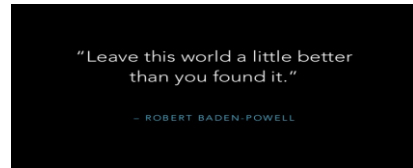
Evolution selects for the social....

HUMANS THRIVE WHEN WE FEEL RESPECTED AND VALUED

(WE ARE WIRED THAT WAY)



Our Duty to Care.....For Each Other



Don't Overlook the Important of a Gesture...



Small things matter and can have a big impact...

Two Kinds of Green Thumbs:

Plants



And people!



Think of a person in your career who has an "interpersonal green thumb"



- You were happy anticipating seeing them within a work context
- They inspired you
- They made you a better person
- Things were always better when they were around
- Your greatest hope as a physician would be to have the kind of reputation that person has/had



Green Thumb People: What Would a Martian See?

- Ask yourself: what did that person **do** that made them so great? What were their behaviors? Think small. Think specific.
- Pretend you are a Martian, observing behaviors for the first time – what actually happened??
- Hint: Focus on the first 30 seconds of an encounter with a GTP!

Time to Honor our Wiring...To Connect!



- Find a partner
- Take a moment to introduce yourselves – then "introduce" your Green Thumb Person to your partner
- You are going to describe – using exquisite detail, the behaviors of your Green Thumb Person! (for this, it's more about what they actually do/did than how you felt)

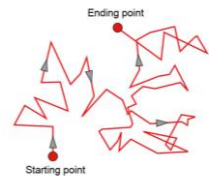
Distilling the 30 second High Impact Connection...

DID ANY OF THESE OBSERVATIONS COME UP?

- Were polite
- Made eye contact
- Were curious about other people
- Asked open-ended questions
- Used/remembered people's names
- Didn't interrupt people
- Acted as if each person mattered
- Used reflective statements
- Asked for other people's opinions
- Was always the first person who realized there weren't enough chairs
- Always considered other people's comfort
- Always thanked people
- Brought out the best in people by noticing what they did well

The Geography of Collegiality

- Backstage collegiality is situated – there are routines of roaming and planting that all of us experience in our work days.
- Along our routes and haunts and travels, there are people – some fixed and some transient.
- Let's spend some time juxtaposing architecture/place with ideas about green thumb cultivation.



DO YOU RECOGNIZE THESE BACKSTAGE SPACES?

- "COFFEE LINE"
- WAITING ROOM
- RECEPTION AREA
- PHOTOCOPIER
- LIBRARY DESK
- STAFF ROOM
- LOBBY
- ELEVATOR BAY/CAR
- ATM
- CAFETERIA
- LONG HALLWAY
- STAIRWELL
- WALKWAY TO CAR
- PARKING LOT
- MEETING ROOM
- KEURIG NOOK



17



18

NAME AND CLAIM YOUR BACKSTAGE GEOGRAPHY (pair share)



During the last 2 days in your work space, name the backstage places you visited or occupied.

What were moments of connection?

What were missed opportunities?



19



Now, In Groups of Four.....

- Pick a place - one of the backstage settings someone in your group identified as a "missed opportunity"
- Create a high impact 30 sec or less intervention that sparks connection – something you could demonstrate today



20

Share anyone?



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Lets Crank it UP a Notch!
From Geography to Choreography



- Team huddles, weekly meetings, ward rounds, staff meeting, clinical teaching sessions, sign out or handover rounds
- What can we do to amplify connection within our "standing social structures"/routine activities?

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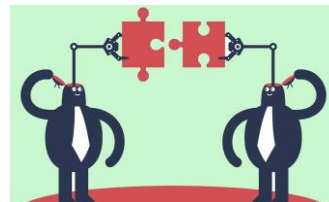
Improv



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Design
Brainstorming

- Pick a routine activity
- What can your group of 4 design to invite connection in that activity?

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Share anyone?



25

Make a commitment



26

Final thoughts?



27