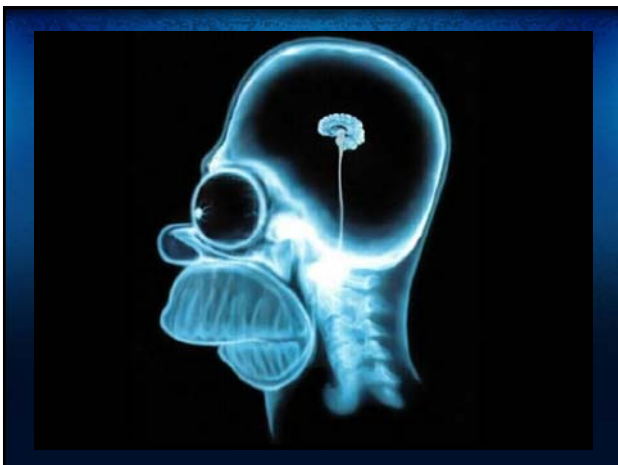


# Fitting in, Being Heard

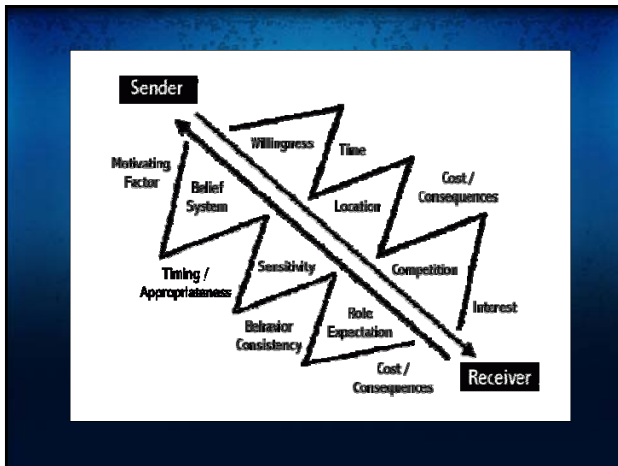
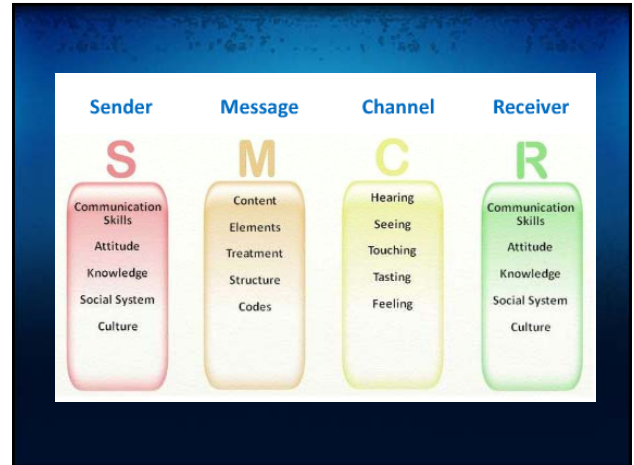
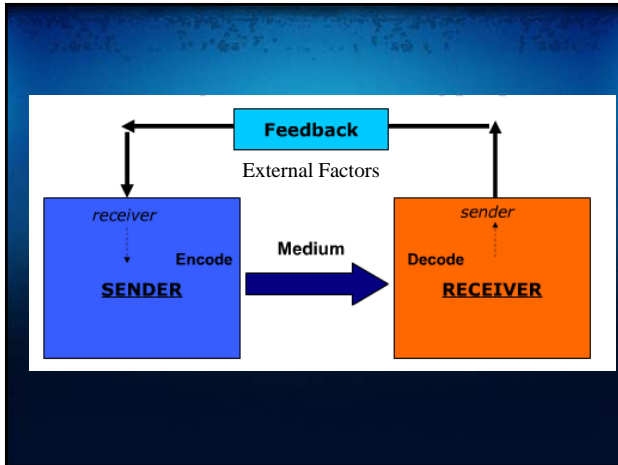
Ali Khan RN BScN  
Robert Fraser RN BScN

## Objectives

- Understand the basic Communication Model
- Explore how Generational Theory impact communication
- Explore how Communication Styles Impact communication
- Provide Strategies for improving communication outcomes
- Have a bit of fun



Do you know how a better way to think about communication?

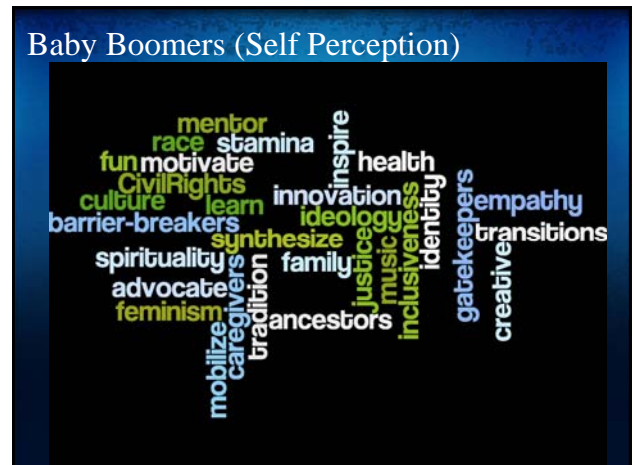


## Generational Theory

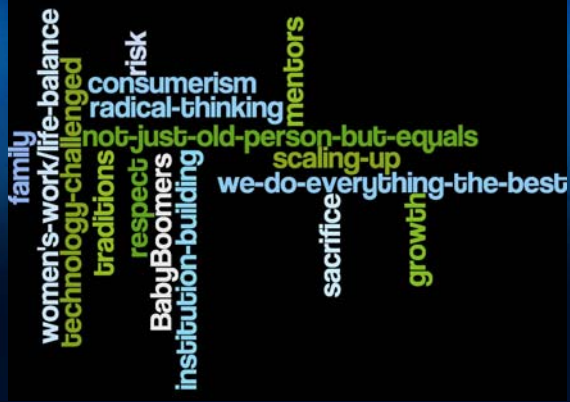
**WHAT?**  
 In simple terms, it explains that the era in which a person was born affects the development of their view of the world.

**WHY?**  
 It is vital to create an internal environment that allows people to individually and collectively create far more value than they could if they were employed elsewhere.

Generational theory provides a powerful framework for creating such an environment where multiple generations interact effectively.



### Baby Boomers (Other People's Perception)



### Generation X-ers (Self Perception)



### Generation X-ers (Other's Perception)



### Generation Y (Self Perception)



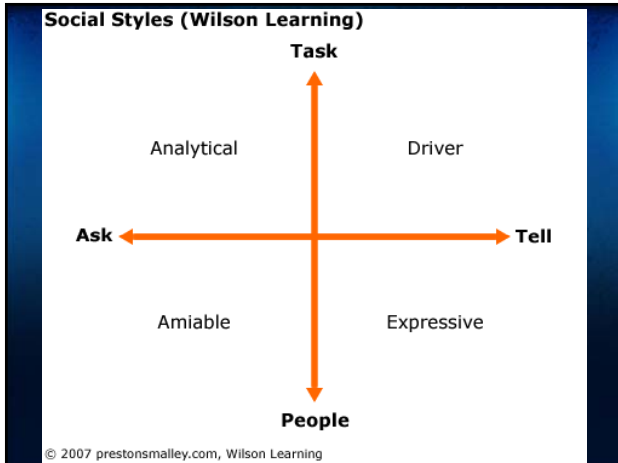
### Generation Y (Other People's Perception)



### Limits to Generational Theory

A sociological theory, not psychological

Does not explain actions of individuals and/or individual's behaviour.



FACTORS	EXPRESSER	DRIVER	RELATER	ANALYTICAL
<b>How to Recognize:</b>	They get excited	They like their own way; decisive and strong viewpoints	They like positive attention, to be helpful, and to be regarded warmly	They seek a lot of data, ask many questions, behave methodically and systematically
<b>Tends to Ask:</b>	Who? (the personal dominant question)	What (the results oriented question)	Why? (the personal non-goal question)	How? (the technical analytical question)
<b>What They Dislike:</b>	Boring explanations/wasting time with too many facts	Someone wasting their time trying to decide for them	Rejection, being treated impersonally, uncaring and unfeeling attitudes	Making an error, being unprepared, spontaneity
<b>Reacts to Pressure and Tension By:</b>	"Selling" their ideas or being argumentative	Taking charge, taking more control	Becoming silent, withdrawn, introspective	Seeking more data and information

**How can I improve my communication?**

Working on your EQ (Emotional Intelligence)

- Self-Awareness
- Self-Regulation
- Motivation
- Empathy
- Social Skills

Practice the most important communication skill- listening.

**CYOA**

Choose your own adventure

Your choices are

- Socializing on and off the unit
- Professional involvement
- Voicing your opinion without complaining
- Take away tips

**Socializing On and Off Unit**

About what?

- Pop culture or latest medical break through!

Where?

- On unit, in break room, staff or committee meetings!

With who?

- Other nurses, health care professionals, management, volunteers, and patients!
- Importance of having a mentor!

Off Unit:

- Create a support system of other's with similar interests!

## Professional Involvement



- Follow your passions
- Market your skills
- Find ways to contribute

## Voicing your opinion without complaining

- Know the proper channels
- Do not take part in the gossip
- Know your rights and who your workplace advocates are
- Develop supports for when the your battles go the wrong way

Ali Khan RN BScN

[ali.khan@utoronto.ca](mailto:ali.khan@utoronto.ca)

Robert Fraser RN BScN

[contact@robertfraser.ca](mailto:contact@robertfraser.ca)  
@rdjfraser | 416-819-3729  
<http://nursingideas.ca>  
<http://robfraser.me>