A Faculty Development Minute
Lake Erie Consortium for Osteopathic Medical Training

August 17, 2012

Topic: ***Communication***

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To be an effective leader we must communicate effectively. A key element of communication is *listening*. "Active listening" can be difficult for medical educators as we are accustomed to giving directions.

We all are creatures of habit and tend to react like we have in the past. Try to avoid reacting before carefully listening.

The key is simple: Listen, Think, Reframe, Respond, Summarize

Some tips:

LISTEN – Do not interrupt-wait until the person finishes speaking. Refrain from formulating your response while the person is still speaking. Take the time to listen to all of the information or view. Acknowledge that you are listening by nodding and with eye contact.

THINK carefully about what was said. Process all of the information. Try to appreciate the speaker's perspective. Evaluate the positives and negatives of this perspective.

REFRAME – Ask yourself questions to help you understand a new or different perspective.

RESPOND – Do not REACT – Organize your thoughts and your perspective. Respond after careful thought and reasoning. Even in the busiest times – live by the 1 minute rule. At a minimum – allow the other person 1 minute to talk before interrupting, and allow yourself 1 minute to reframe and respond.

SUMMARIZE – Check each person's understanding of what has been said to that point. Note any special and important points from the conversation that you feel need to be highlighted. Restate any contracts or agreements made during the conversation and refresh each other's memory of what has been discussed.

You will find your communication is far more effective if you learn to listen.

Consciously remind yourself; listen, think, reframe, respond, and summarize.