

The Role of Leadership in Ensuring Effective Communication

Kevin Carrington, MBA

Doris Mendoza, MD, FPPS

Dale Mole, MD



Embrace Change:
Building today's leaders

Thursday, October 18, 2018

Scenario 1

A nurse notices that a baby has gone missing from the unit.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 2

There is a new policy that all employees/ faculty need to be aware of and follow.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 3

A machine in the clinical lab broke down and staff are unable to process blood chemistry tests.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 4

The physicians and nurses are complaining that they do not learn about significant imaging results in a timely way.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 5

The AdCom has voted to buy a new piece of equipment but not all staff feel that this is the best use of limited financial resources.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 6

You are noticing that more faculty or doctors are gradually taking on additional classes or work elsewhere to supplement their salary.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 7

You have heard rumors that staff feel that their concerns and suggestions are not being heard or acted on by leadership.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 8

The institution has received negative press about a student/patient issue, and you want to improve the institution's reputation within the community.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 9

Leaders want to develop a university/hospital culture which supports cooperation and communication.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



Scenario 10

Your Board/governing body has requested to receive a regular Quality Improvement report at each meeting.

- » What happens next?
- » What communication strategies do you use?
- » What processes or procedures should be in place or developed?



