

Lack of Communication – The Busting the Big Lie

Getting the information you need – Sharing
the information you know

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Reference Material

Mindy Kantor, Consultant

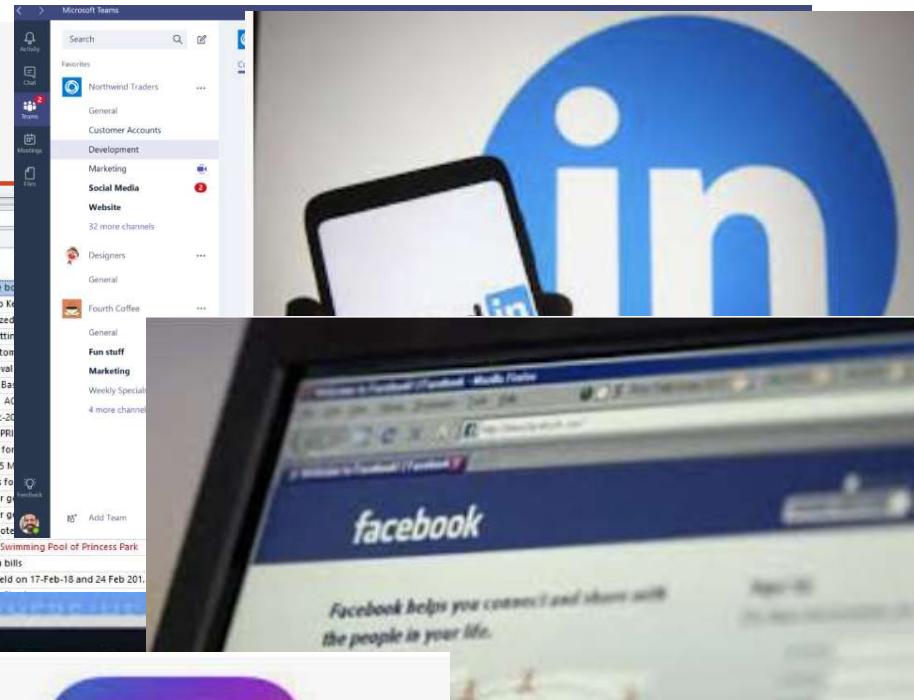
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Learning Objectives

1. Identify the methods of communication currently available and what type we use most frequently
2. Review the structure of communication and how current working conditions change the way we communicate
3. Identify 8 components of effective communication and how they are defined.



How we communicate



A screenshot of a Gmail inbox. The search bar at the top shows "mille". The inbox list includes an email from "Millennium Physician Group <phreesia@millenniumphysician.com>" with the subject "Check-in online for your upcoming appointment". The email was sent on "Wed, Sep" and has a "Unsubscribe" link. The inbox sidebar on the left shows links for "Compose", "Inbox", "Starred", "Snoozed", "Important", "Sent", "Meet", "New meeting", and "Join a meeting".



How we communicate



Structure of Communication

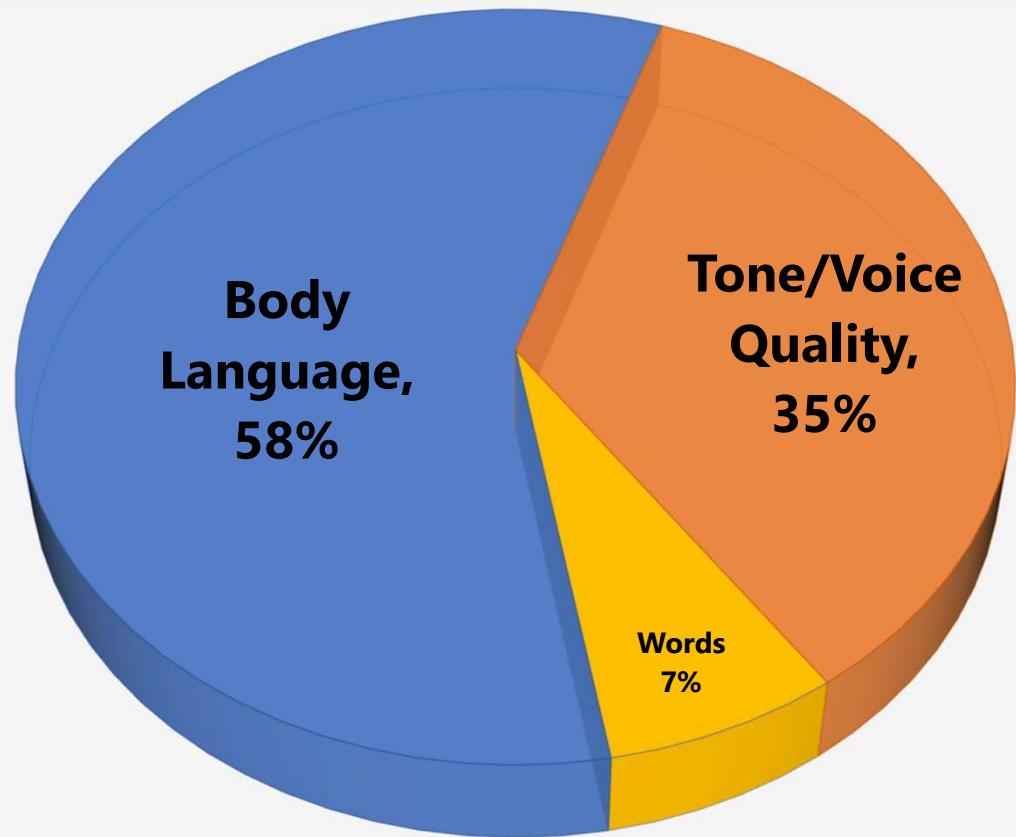


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<https://www.contractingbusiness.com/archive/article/20860883/did-he-really-say-that-improving-technician-communication>

Structure of Communication



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Structure of Communication



Structure of Communication

I didn't say he killed his wife.

Secrets of Closing the Sale by Zig Ziglar

Eight Elements of Effective Communication

Why is this important? Because we need to know what the sender is really trying to communicate. We don't have a lack of communication – it just isn't complete. How do we know that the recipient has received our communication accurately, that they understand what we were trying to convey?

How do we complete it – with the 8 Characteristic's of Good Communication – or otherwise known as the 8 C's of communication

- 1) Clear
- 2) Concise
- 3) Correct
- 4) Credible
- 5) Confident
- 6) Considerate
- 7) Collaborative
- 8) Complete

Clear



**How much should you spend on
a bottle of wine?**

**I don't knowabout half an
hour?**

TIPS

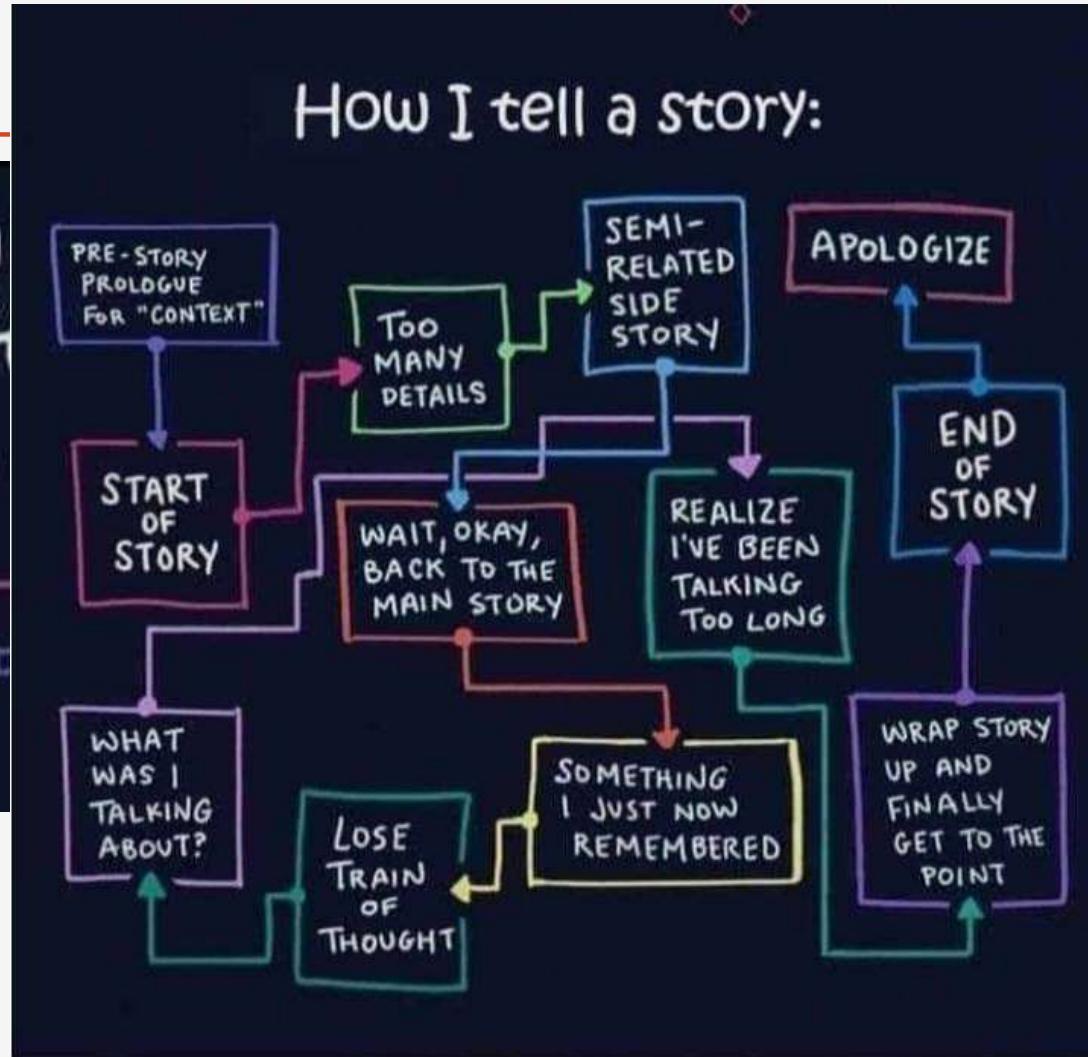
- Been as specific and concrete as possible
- Limited the number of ideas in each sentence
- Used data and visuals to convey critical messages
- Choose short, familiar words, and remove jargon.

Clear

Can we meet today about claim denials?

Can we meet today at 3:00 to discuss the timely denials received last month from American Healthcare? If so, I will send an electronic invite for a 30-minute meeting.

Concise



Concise

At this point in time, I don't have that kind of information. What I mean is I don't have access to it, and I am sort of not sure how to get to it. Does that make sense?

I don't have access to the information you are requesting, and I don't know how to gain access.

Correct



There...Their...They're

Where...Wear...We're

Seperate
Goverment
Accomodate
Pubically



Credible



Confident

Hi everyone!

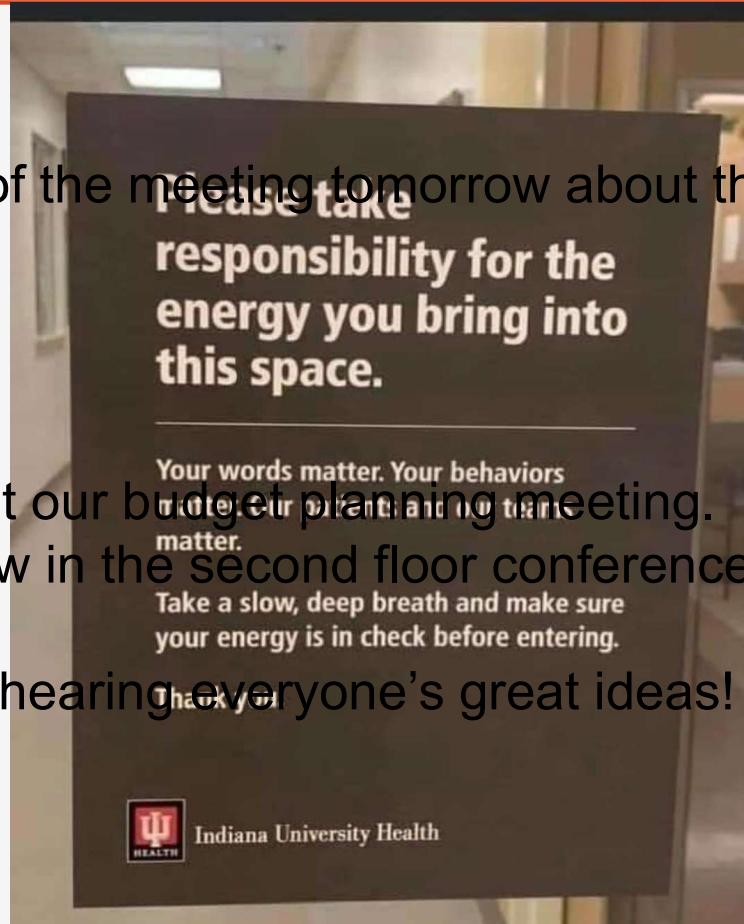
This is just a reminder of the meeting tomorrow about the budget.
Hope you can make it.

Hi everyone!

This is a reminder about our budget planning meeting.
It is at 2:00 pm tomorrow in the second floor conference room.

I am looking forward to hearing everyone's great ideas!

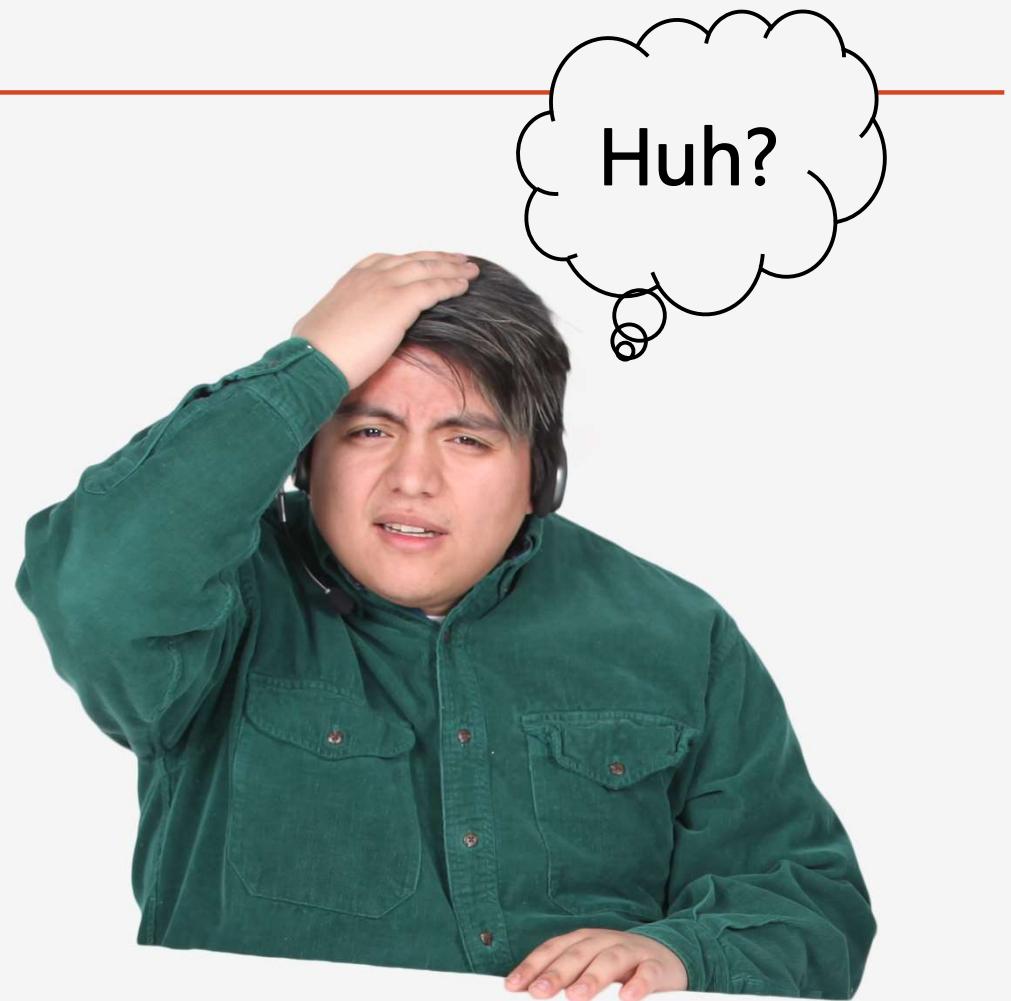
See you there!



Considerate

Note to self:

Just because it pops
into my head does
NOT mean it should
come out of my mouth.



Collaborative



Complete

Sounds good.

Thanks!

Got it!

Done.

10-4



Conclusion

Communication is a work in progress and communication techniques are evolving.

You got this!