

Week 7: Collaboration Café: Administrative Communication

You have just attended a quarterly meeting of the healthcare system's strategic planning team. Due to a downturn in financial standing, cutbacks are being made to the professional development budget. Within the next quarter, the organization will phase out tuition reimbursement benefits. As chief nursing officer, you will need to convey this message to the nursing services department.

Good morning All,

- How do you prepare yourself for delivering this message?

A strategy for better communication can be developed by looking at the many channels of communication that employees within the organization use. For a variety of reasons, it may be necessary to deliver difficult messages. It is challenging to make unwelcome news pleasant, and delivery may affect how it is perceived. Understanding how to speak honestly and compassionately is crucial. The encounter may have a direct impact on how the receiver sees the problem and reacts to it. One may be feeling anxious or tense regarding delivering a difficult message. To ease unpleasant sensations, imagine it as a routine conversation and recognize how difficult the conversation may be for the receiver by putting yourself in their shoes. Aim to only provide the information that is necessary to spare individuals from receiving any unnecessary information. Tennant et al (2022) discuss how being mindful of body language is another important aspect of message delivery. Even if a person's words may be implying something else, their body language may express their true feelings regarding the circumstance.

- What will you include in your message?

Well-organized communication is one way to convey information and to reduce tension. It is crucial to be truthful with the audience receiving the message and not attempt to embellish it. To foster trust, communicate with staff frequently to ensure that everyone stays informed. This will allow staff to identify leadership as a trustworthy source of information. Being honest about the problems the company is experiencing will gain respect with the audience; therefore, I will be frank with and notify them of the hardships that led to the difficult decision to phase out tuition reimbursement.

- What resistance might you anticipate and mitigate in your messaging?

Opposition is a common theme in delivering difficult information. Frustration may occur from having difficult interactions, which are naturally stressful. The irritability that can hinder one

from communicating calmly and deliberately can be reduced by maintaining focus on the issue at hand and the importance of the discussion. The organization shows that it values its employees' feelings by giving them the opportunity to express their concerns. The environment may be improved by gathering feedback from staff. Employees feel more integral in the facility's success and believe their contributions are significant if given the freedom to express themselves. Some listeners may not be understanding as to why this decision was made. To help ease tension, it is crucial to remember that you must listen and acknowledge the feelings of the audience and be mindful of their emotions.

- In what way might “grapevine” communication impact your plan for delivery?

With these elements in mind, describe your plan for communicating this message.

When important news is being shared, leaders try to use formal delivery methods. An informal form of communication known as "grapevine" arises primarily via inadvertent discussions, when the primary message may not be the information being transmitted. This form of communication commonly occurs in the workplace because of gossip. This is impactful as staff may have a preconceived notion that may or may not be accurate regarding the message. As the message travels further down the grapevine, it can often become diluted and far from truthful. It is important to try to remain ahead of the grapevine; therefore, switch communication is necessary when delivering such messages.

-Stacy

Tennant, K., Long, A., Toney- Butler, T.J. (2022). Active listening. *National Library of Medicine*, Pg1-Pg4. <https://www.ncbi.nlm.nih.gov/books/NBK442015/?report=reader>

Good evening Sixtina