

Preserving the Relationship While Having Difficult/Awkward Conversations



Approaching difficult and awkward conversation are just that, difficult and awkward. While we likely have found some approaches that may be used with patients and residents, we may continue to struggle with those conversations across all topics and also with colleagues. Through this workshop, the participants will be taught a communication template that is adaptable to most difficult and awkward conversations. The model may be applied to conversations with patients, colleagues, residents, and others. Unlike most communication models, this ABCD template (attend, bridge, comment, develop) includes a self awareness step whereby the speaker is invited to self reflect. The approach also includes a step to consider the listener's preparation for the conversation (empathy/advanced empathy). Example sentence stems are provided to help the participants create their own language that suits their style. Through this workshop participants will have the opportunity create explicitly defined guidelines for engagement that are designed to create safety inclusion and trust for the duration of the session. This approach can be used with any groups.



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