



# Optimizing Written and Oral Communication Skills

**IDSNY Annual Harold C. Neu Symposium**

Trainee & Junior Faculty Workshop

M. Phillips

**No Disclosures**

## In this session

### We will not cover:

- Preparing for your next Grand Rounds
- How to write the ideal infectious disease consultation note
- Writing a great sign out for your weekend coverage

### We will discuss:

- Why clear communication is so important in this changing world
- Simple tips on how to communicate with our clinical colleagues... and leadership
- How you communicate impacts your career growth

# Communication is a key part of resilience

American Psychological Association definition:

- Adapting well in the face of stress
- Behaviors, thoughts and actions which are learned and developed – takes time and intentionality

Four core components:

1. Create connections through communication
2. Foster wellness
3. Focus on purpose and be proactive
4. Embrace healthy thoughts

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  - Affable
  - Available
  - Able

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- Artificial intelligence will impact our specialty
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    - Example: 57 yo male admitted with chronic cough and apical cavitory lung lesions

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    - Example: 57 yo male admitted with chronic cough and apical cavitory lung lesions
  - The need for “able” infectious disease clinicians to interpret data will continue to grow

good morning! just a quick question, this CF patient had infectious diarrhea an the GI PCR came back for EAEC, ETEC, STEC and 0157....I'm assuming this is just one e coli strain which has all of these genes? he's improving but I've just never seen all of these be positive together.

## Medicine is changing

- **New** paradigm for the ideal consultant:
  - Great communicator
  - Understands and embraces change
  - Able to interpret ever increasing and complex data and put in context
  - Excellent clinician



## Medicine is a team sport

It's important to sell your brand

- “When Dr. XXX talks to me, I feel like I’m being spoken to like a third year resident”
  - Emergency Medicine Service Chief
- Ideal team member\*:
  - Humble
  - Hungry
  - Smart

The Ideal Team Player, Patrick Lencioni

# The ideal infectious disease team member

## Humble

- Collaborating (and communicating) well with colleagues to achieve the best outcome
  - Clinical care
  - Patient safety
  - Research
  - Administration
- Don't be passive — stand up for your subject matter expertise!
- Respectful tone *and* speak with authority

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- Ask for mentorship and sponsorship

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## Smart

- When communicating – read the room
- Use the “SBAR” technique
- Think before pressing send



**THANK YOU**

