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**WORLD CONGRESS**

7-9 NOVEMBER 2016 ADELAIDE, SOUTH AUSTRALIA

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# Communicating with RESPECT



**Communicating with RESPECT**  
An action learning approach for health professionals

It's not just health professionals in Emergency Departments that need to communicate effectively under difficult conditions involving time pressures, high stress, and conflict. Executives, senior managers and leaders have this need too. Through simple, practical and effective tools validated by Emergency Department clinicians, this book provides health professionals with a team-based approach for being more effective communicators and influencers along the patient care journey. If this approach can work in the ED, we believe it can be successful in other sectors and settings too.

*"Great communication in the ED can save lives - but is not just a skill or an acronym. This book explains that it's about who we are, and the values we bring - and provides practical advice for how to translate that into action."*  
Dr Victoria Inaah, Emergency Physician

Based on 'GDIN for ED Professionals', a peer-reviewed and published communication and influencing skills training program developed for Emergency Department health professionals, this book:

- Presents the RESPECT model, a 7 principled framework enabling health professionals to influence effectively & respectfully in difficult high-stress situations
- Introduces the approach of action learning, the secret to continuous improvement
- Provides a rich collection of real stories from clinicians, case studies, scenarios, activities and self-assessment tools targeting professionals seeking to significantly improve not only their own communication and influencing skills, but also those of their colleagues.

[www.communicatingwithrespect.com](http://www.communicatingwithrespect.com)

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Andrew Rixon PhD  
Sascha Rixon PhD  
Dr Hansel Addae

Foreword by Bob Dick  
Preface by Dr Anthony Bell



Andrew Rixon PhD



Dr Hansel Addae



Sascha Rixon PhD

**What's a communication and influencing challenge you've faced or currently face in your work?**





<b>R</b>	<b>Relationships</b>	How am I building the relationship in this interaction?
<b>E</b>	<b>Expectations</b>	How am I working to clarify expectations in this interaction?
<b>S</b>	<b>Styles</b>	How am I being mindful of communication and influencing styles in this interaction?
<b>P</b>	<b>Partnerships</b>	How am I stepping into the other persons shoes and treating them as a partner in this interaction?
<b>E</b>	<b>Enquiry</b>	How am I practicing the skills of asking questions in this interaction?
<b>C</b>	<b>Coaching</b>	What opportunities do I have to practice the skills of a good coach in this interaction?
<b>T</b>	<b>Teamwork</b>	What opportunities do I have to put into play the skills of being an effective team player?

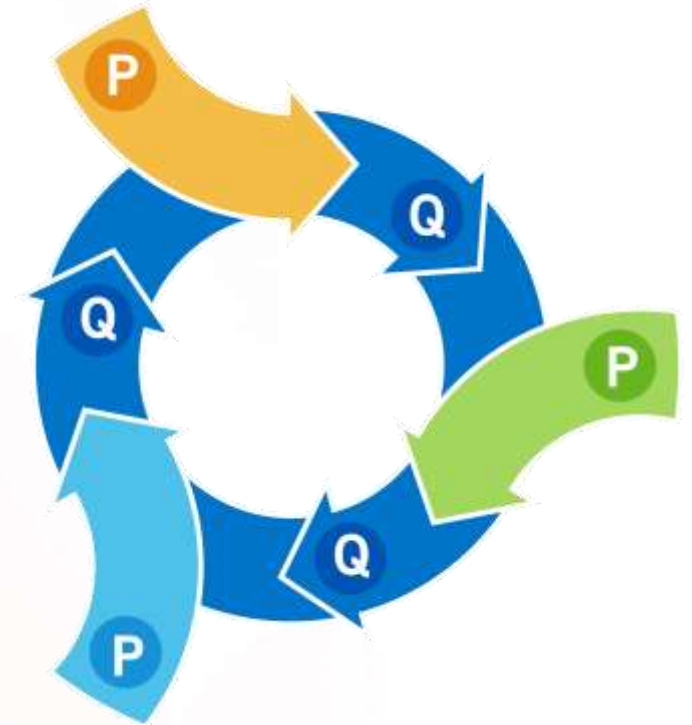
## COIN JOURNEY MAP



## Activity:

Working within small groups of 5 per group:

- A 'Presenter' – outlines the COIN challenge they are facing  
(1 min)
- Members within the group asks Questions – to which the 'Presenter' responds until they feel they have reached a natural conclusion (or saturation point) where they can then call "Time-Out".  
(~8 mins)
- The group provides 1 minute of silence for the 'Presenter' to make some notes on actions and insights.  
(1 min)
- A new 'Presenter' self-selects in the group – and the cycle repeats.



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