FSHN Graduate Students Learning in Community: Best practices for professional communication

Suzanne Hendrich
University Professor
FSHN Grad Ed Committee Chair
Learning outcomes

• Reflect on mindset and how your mindset informs your approach to professional development.
• Develop and plan to implement actions that advance our FSHN graduate learning community as a model for excellence in professional communication.
• Practice interpersonal communication within a team.
FSHN Grad Learning Community

- 2013
  - Honesty and accuracy
  - Graduate learning outcomes
  - Habits of community
  - Prof. communication and sci. problem solving
- 2014
  - Research ethics
  - Scientific thinking habits
- 2015
  - Teamwork and scientific thinking
  - Teamwork and creative problem solving
  - Professional communication
  - Data management
Mindset about intelligence

• In teams of 4, appoint a convener, recorder, team process monitor and spokesperson,
• Review the Mindset chart and summarize one key take-home message from it that is:
• most crucial for your professional practice ▫ Be prepared to share
• most important for development of your ability to communicate well as a professional ▫ Be prepared to share
Team communication

- In teams of 4, appoint a convener, recorder, team process monitor, and spokesperson
- What are the crucial aspects to remember in practicing excellent interpersonal communication?
- Discuss and list up to 4 key aspects of interpersonal communication
- For one key aspect, what does it look like or sound like to do this well
- Be prepared to share
Practice examples

• As you work on the following cases, record specific examples of interpersonal communication within your team, using the worksheet provided.
Practice example #1

• What initial response would be appropriate?
• “I have repeated this experiment 3 times and each time the results were basically the same; they show that our antimicrobial solution was not effective against *Salmonella enteriditis*. I followed the SOP prepared by our previous post-doc, and examined his data, which had shown that the same solution WAS effective. But my results don’t support that.”
Practice example #2

- How might you respect diversity in responding to this comment?
- “Everyone knows that obesity is caused by a combination of genes, gluttony and laziness. But overeating is by far the main issue in the US.”
Action planning

- In your team, prepare responses to these questions; continue to monitor your interpersonal communication:
- How might you use a framework for interpersonal communication to help you and others develop such abilities?
- What is one thing that you will do to continue working on interpersonal communication?
Monitoring

• Share examples of how your team practiced an aspect of interpersonal communication

• The framework we used will be available on the FSHN Grad Ed website