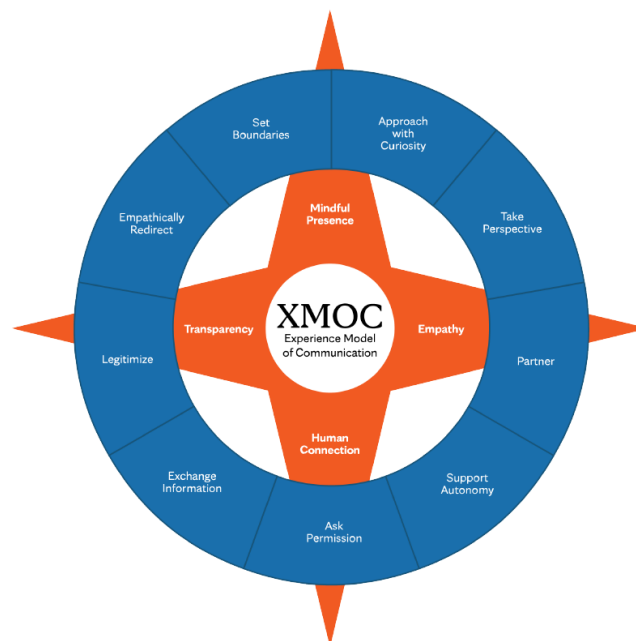


SUPPORTING RESILIENCY THROUGH EFFECTIVE COMMUNICATION SKILLS

Partner Spotlight: Mayo Clinic, Experience Training Education and Coaching (XTEC)

1. The XTEC team supports fellow Mayo Clinic employees by providing in person and virtual training, 1:1 coaching, quick reference guides, and digital courses on a variety of topics, including resilient communication and building strong communication skills to use in difficult workplace situations.
2. Mayo Clinic's Experience Model of Communication includes four points: Transparency, Human Connection, Empathy, and Mindful Presence, with several behaviors that can be taken to achieve each point:



3. Connection through listening can be achieved by using the LENS approach:
 - L - Listen
 - E - Engage perspective taking
 - N - Notice your reaction
 - S - Share back the other's experience

4. Mayo Clinic offers numerous communication skill training resources to both employees and leaders including:
 - Digital Experiences on “Accepting Hope In Challenging Times”
 - Quick Reference Guides on “[Strategies for Self-Care When Experiencing Burnout](#)” and “[Courageous Conversations in Unprecedented Times](#)”
 - [Communication Training for Leaders](#), including 1-hour webinars focused on leader communication skills
 - Leadership Sustainment Support
 - Digital Learning Courses focused on “Compassionate Conversations Through Change”
 - Online CME Courses
5. The importance of creating a culture of psychological safety within your organization, while also encouraging employees to use empathic and courageous communication skills is critical, especially as we consider the shocking numbers of those experiencing misconduct in healthcare by a patient, visitor, or colleague (71% of nurses, 6 in 10 physicians, 40% medical students).
6. Mayo Clinic employees are taught and encouraged to use the SAFER communication strategy when responding to misconduct:
 - S - Step up
 - A - Address the behavior
 - F - Focus on values
 - E - Explain expectations and boundaries
 - R - Report and document
7. The XTEC team monitors the success of these communication trainings through digital tracking of GA and UTM, as well as program evaluation, where they track knowledge and confidence, pre/post coding, and likelihood to recommend scores.
8. Links to video examples of communication skills and resources:
 - [Communication Skills: Empathetic Listening – Inside Out, 2015](#)
 - [Addressing Misconduct with SAFER](#)
9. Those interested in learning more about Mayo Clinic’s policies are invited to follow up with the XTEC & Patient Visitor Conduct Administrator, Sheila Stevens (Stevens.Sheila@mayo.edu).

RESOURCES

Webinar Recording

[Link to Resource](#)

Presentation Deck

[Link to Resource](#)