

HUDDLE TALK: LET'S TALK ABOUT COMMUNICATION

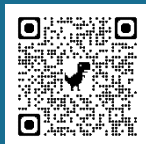
#1. We know from studies of Saskatchewan healthcare employees' work experiences during the pandemic that communication was a hot button issue. Many examples of communication innovations, strengths, and pitfalls were shared. Today, I'd like to focus on the pitfalls.

- a. Stories and examples are powerful. And communication pitfall stories tend to be emotional.... sometimes sad, sometimes frustrating, and sometimes humorous!
- b. Does anyone have a story about a time when a communication inefficiency or gap affected your work?
- c. Thank you, _____, for sharing that story. I'd like to invite the rest of the team to support _____ by reflecting on how the communication pitfall have been prevented.

#2. We know from studies of Saskatchewan healthcare employees' work experiences during the pandemic that communication was a hot button issue. Many examples of communication innovations, strengths, and pitfalls were shared. I'd like to invite you to reflect on communication pitfalls over the course of this week and anonymously identify some things that could be improved on our huddle board. I will check the board next week, and over the rest of the month, we can spend some more time talking about how we can improve communication within our department.



**#WE
HEAR
YOU**



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#3. We know from studies of Saskatchewan healthcare employees' work experiences during the pandemic that communication was a hot button issue. Many examples of communication innovations, strengths, and pitfalls were shared. These discussions also revealed the power of communication.

- a. Where were our strengths in communication going into the pandemic?
- b. What new communication practices were introduced that you'd like to see us keep?

#4. During the studies of Saskatchewan healthcare employees, we heard that procedures for reporting COVID-19 symptoms or exposures were varied and sometimes confusing for staff, essential family caregivers, and students. As roles change, or as people move jobs, or get redeployed, there may be a mix of information about what to do. What information could you share with a new colleague who does not yet know what to do if they have COVID-19 symptoms or has been exposed? Who could they contact if they have questions?

- a. What questions or concerns do you have about taking time off if you or a member of your household is has COVID-19 or is exposed to it?
- b. What other questions do you have about COVID-19 policies and procedures?



**#WE
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