

March 2024 Medical Leaders Breakfast Recap

Discussion Takeaways and Resources

What did we cover?

- 5 commons disruptive behaviors and tips on how to handle each
- The Experience Cube to initiate courageous conversations
 - [Reference article](#) and [downloadable template](#)



Check out the slide deck!

Discussion Takeaways - Tips to Addressing Disruptive Behaviors

1. When entering a difficult conversation:

- Be curious about what is happening in the other person's world; understand that they may not be having their intended impact
- When using the experience cube, it is important to define what you want ahead of time. Think through the desired outcome of the conversation
- Think of achieving a common ground that's not only hitting your interests, but also theirs (win/win situation)



2. The Approach:

- It is about the relationship
- Address these behaviors early, it will only get harder with time
- You have positional power in your role, use it to influence positive culture; model the behavior that you want to see in others
- Document and share the notes from conversations for reflection; may be useful if the behavior doesn't change
- Practice! It will feel uncomfortable until you have built the muscle
- Being vulnerable can build trust. Trust leads to listening and understanding
- Unacceptable behaviors need to be addressed, otherwise they are deemed acceptable. Be courageous and speak up during meetings to call out such behaviors
- Understand that this is not a one and done, it is a longitudinal discussion over the long term for behavior change. Checking in ahead of time is a proactive way to prevent reoccurrence

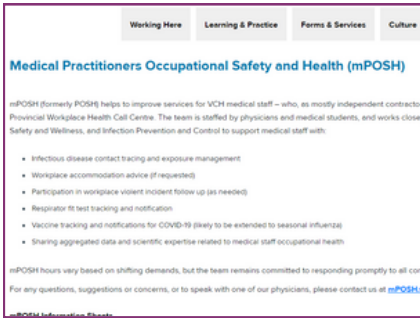


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Resource List

Medical Practitioners Occupational Safety & Health (mPOSH) webpage



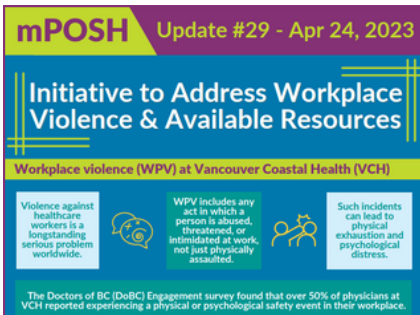
Houses info sheets and resources on topics pertinent to medical staff

First Nations Heritage and VanDusen Botanical Garden Collections



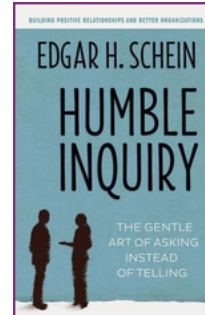
Document prepared by Geronimo Alec of the Wet'suwet'en Nation

mPOSH info sheet #29



Initiative to Address Workplace Violence and Available Resources

Book - Humble Inquiry



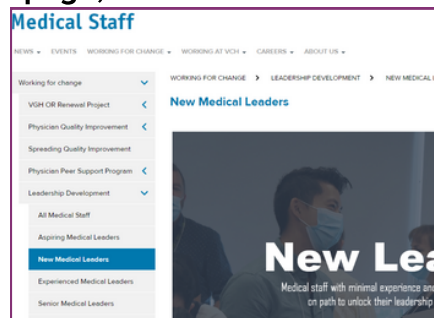
The gentle art of asking instead of telling, by Edgar H. Schein

Video - When rudeness on teams turns deadly



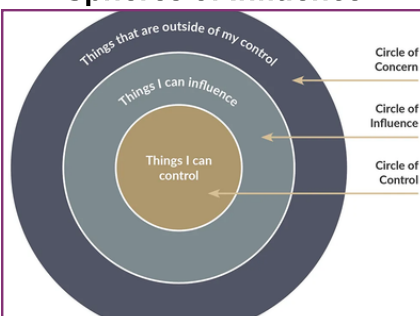
How we treat each other at work has potentially fatal consequences in healthcare

Leadership Development page, Medical Staff Website



Houses recaps from previous Medical Leaders Breakfasts and leadership development resources

Spheres of Influence



Describes what is in and out of our control

Ladder of Inference



Insight into our thinking process to get from a fact to a decision or action