



EMPOWERING

LEADERS

2024 UNA
LABOUR SCHOOL

Communicating with Management



April 22-25, 2024 | Canmore, AB

Land Acknowledgement



Housekeeping



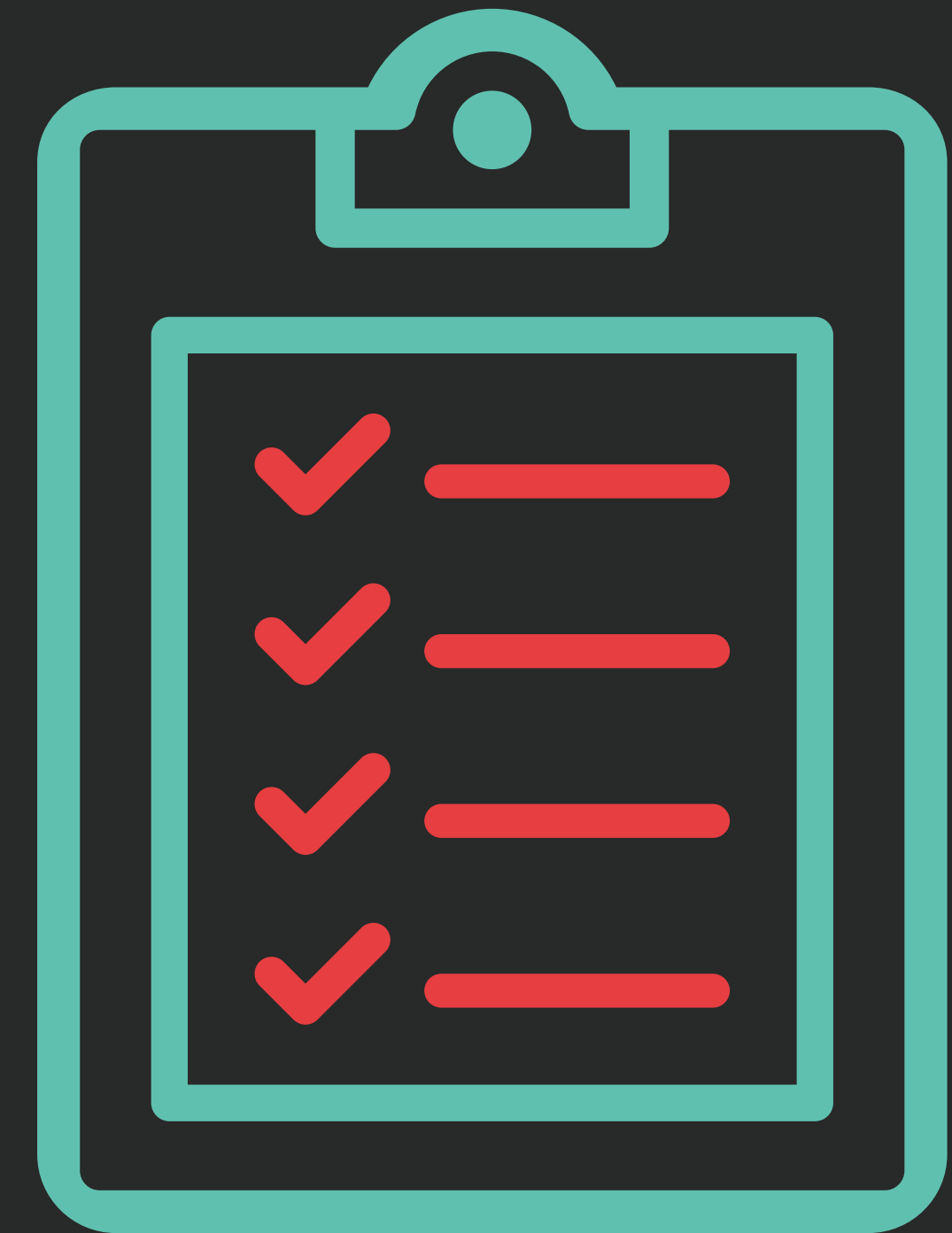
Introductions

- ★ Name
- ★ Local
- ★ Area of your Nursing / Union role
- ★ “Ice Breaker”



Agenda - 3.5 hours

- ✓ Setting the Stage
- ✓ Standards and Expectations
- ✓ Best Practices
- ✓ Actual Practice



Activity

★ Setting the Stage

Workbook page 3



Standards & Expectations

- ▶ What gives you the right to speak with management?
- ▶ What expectations should both sides have?



Standards & Expectations

1

Collective Agreement

2

CRNA / CRPNA

3

Employer Code of Conduct /
Policies / Values

Collective Agreement

Preamble

- ▶ Work together to improve patient care
- ▶ Harmonious relationships

Collective Agreement

Article 4: Fair and Reasonable Management Rights

Collective Agreement

Article 32: Dispute Resolution Process

- ▶ Face-to-face dialogue
- ▶ Achieve timely and equitable resolutions
- ▶ Positive, harmonious work environment
- ▶ Respect

Collective Agreement

Article 32.07 “Initial Problem-Solving Stage”

Collective Agreement

Article 34: Occupational Health and Safety

“Shall first seek to resolve issue through discussion with the applicable immediate supervisor”

Collective Agreement

Article 36: Professional Responsibility

“Shall discuss the issue with the most immediate supervisor..”

CRNA

Indicator 3.7

Communicates effectively and respectfully with clients, essential care partners and other members of the health-care team to enhance client care and safety outcomes;

CRNA

Indicator 3.8

Advocates for safe, competent and ethical nursing care and contributes to establishing practice environments that have the organizational and human support systems, and the necessary resource allocations;

CRPNA

Standard 4

2. Plays an active and equal role in the interdisciplinary team, collaborating and communicating effectively with a range of health care disciplines.

Employer Policies

Just Culture

- ▶ A just culture is an environment where everyone feels safe, encouraged, and enabled to discuss quality and safety concerns.
- ▶ Guiding Principle #6: Individuals will feel enabled, empowered and supported to openly discuss and report what occurred.

Employer Policies

AHS Competencies Guide

AHS COMPETENCIES

putting our values into action



know myself

- take responsibility
- eager to learn
- recognize my emotions



care together

- show kindness
- communicate effectively
- work with others



contribute daily

- stand up for safety
- commit to quality service
- act with purpose



Click on one of the nine competencies to learn more

Employer Policies

AHS Competencies Guide

 communicate effectively			
behaviours	What it can look like	What it doesn't look like	How am I doing?
• seek others' opinions and perspectives	<input checked="" type="checkbox"/> I listen and ask questions to understand what the other person is saying.	<input type="checkbox"/> Interrupting others or stopping them from fully explaining.	<i>Do I try to understand others before putting my ideas forward? How can I do better?</i>
• provide timely, complete and appropriate information	<input checked="" type="checkbox"/> I take the time to verify information is correct before sharing.	<input type="checkbox"/> Being late or not giving regular updates.	<i>How do I ensure I communicate in a timely manner?</i>
• adapt to meet others' needs and be understood	<input checked="" type="checkbox"/> I provide information in a variety of ways.	<input type="checkbox"/> Using slang, abbreviations or language which others may not understand.	<i>What do I do to make sure others can understand me?</i>

- ▶ What are your own values, beliefs, hopes, assumptions around successful communication with management?



Best PRACTICES

1

Prepare for the Conversation

Purpose

Facts

Goals

Questions

Fears

Best PRACTICES

2

Have the Conversation

Set tone and approach

Share the facts

Tell the story

State what you want
(interests vs positions)

Best PRACTICES

2

Have the Conversation

Manager's perspective

Focus on common goals

Other key skills /
strategies

Best PRACTICES

3

Close the Conversation

Thank you

Summarize main points,
action items, next steps,
timelines

Send a summary email

Best PRACTICES



Important to Remember

Collaboration isn't
capitulation

Safety is paramount

UNA is here to support you

Activity

★ Overcoming Challenges

Workbook page 12



Activity

★ Role Play Scenarios



Debrief & Wrap Up



- ▶ What is one thing you plan to do when you return to your workplace?



Thank you!

Reminder:

Don't forget to complete
a feedback form.

