

# **City and Hackney CCG Patient Reps Programme**

## **Dialogue and Communication Practices**



# Why engage in dialogue?

- Helps communication
- Moves from 'proving a point' or 'prescribing a solution' to *learning* from the conversation
- Helps to understand others point of view and helps others understand your point of view

# Engaging others means...

- Improving the quality of our relationships with each other
- Surfacing mental models and assumptions - our own and others'.
- Frank, open and genuine conversations
- Sharing information

# What helps good dialogue....?

- Catalytic questions
- Giving and receiving feedback
- Listening, observing and meaning making

# Different Types of Question

- Open Question: catalytic - takes you somewhere, surfaces what is unknown
- Closed Questions: yes or no response
- Clarifying questions – to establish the facts
- Trojan horses – questions which hide your solution!

# Good questions.....

- Generate curiosity
- Stimulate reflective conversation
- Are thought provoking
- Surface underlying assumptions
- Invite creativity and new possibilities
- Generate energy and movement
- Channel attention and focus inquiry
- generate a deeper meaning
- Evoke more questions!

# What is Feedback?

- Feedback is not the same as criticism or praise.
- Feedback is a form of communication which aims to help another person become more effective
- Feedback is the skill of informing another person of your observations about their behaviour and its impact on you/others.

# Guidelines for feedback

- **Use an “I” statement:**  
e.g. “I felt uncomfortable when you asked me that” rather than “you asked an intrusive question”
- **Be descriptive not judgemental**  
e.g. “that point did not seem to be connected to the case you were making” rather than “that was a stupid point”



**Effective dialogue =**

**Advocacy and  
Inquiry...**

# Advocacy

## Good advocacy skills

- **Clearly state your ideas, opinion, wishes.**
- **Reveal the thinking behind your point**
- **Engage others**
- **Genuinely listen**

## Poor advocacy skills

- **Give opinions as facts**
- **Only provide information that advances your point**
- **Listen only to put down**
- **Rubbish others views**

# Advocacy

## Key Actions:

- **Clearly state your idea, opinion, desire**
- **Reveal thinking and reasoning behind your point**
- **Engage others**
- **Genuinely listen**

## What to say:

- **Here's what I think & why**
- **I came to this conclusion because.../I assumed that...**
- **Here's an example...**
- **What do you think about what I just said? Do you see it differently?**
- **What can you add? What have I missed?**
- **An aspect you might help me think through is..**

# Inquiry

## Good inquiry skills

- Ask about the other person's views
- Say why you are asking the question
- Listen to understand
- Be open and willing to experiment

## Poor inquiry skills

- Asks questions that promote *your* view
- Listen only to give *your* view or advice
- Dismiss or laugh at others views
- Don't listen to answers

# Inquiry

## Key Actions:

- **Inquire into other person's views**
- **Say why you are asking the question**
- **Seek to understand**
- **Genuinely listen**
- **Be curious about why....**
- **Be willing to experiment**

## What to say:

- **What leads you to say/think that?**
- **What evidence do you have?**
- **I am asking about your assumptions because...**
- **How would your ideas affect...?**
- **Is this similar to...?**
- **Can you describe an example?**
- **I think you are saying X is that right?**
- **How could I try this idea out?**

# Advocacy and Inquiry Practice Sessions

Work in groups of 3 people

- **Person A chooses a topic they feel passionate about and Advocates using key behaviours**
- **Person B Inquires using key behaviours**
- **1 observer: Observe conversation and give feedback using observer guide**

- **Preparation (5 Minutes)**
- **Conversation (10 Minutes)**
- **Feedback (5 Minutes)**
- **Switch roles. Round 2 and Feedback**

# Review of learning

- What was the experience like of balancing advocacy and inquiry?
- What are you discovering about your mind-set, your style of engaging with others?
- What still seems difficult to do/what is still hard to hear?

# Mind-sets

Fixed mind-set

Dialogue mind-set



# It takes a change of mind..

## FROM

- Assuming there is one best way to understand complex problems
- Assuming your point of view is complete and addresses the important aspects of the situation
- Regarding your point of view as a fact that should be obvious to others
- Proposing options in either-or, win lose terms
- Inventing ways to bypass others' options while getting them to buy yours
- Minimizing concerns and finding ways to bypass them
- Discounting criticism as a threat
- Searching for data and views that only serve to confirm your opinion

## TO

- Assuming there are different ways to understand complex problems
- Assuming your point of view is incomplete and misses some aspects of the situation
- Regarding your point of view as a hypothesis to be explored with others
- Searching for integrative possibilities that meet competing interests
- Inventing ways to test or explore options together
- Actively seeking others' concerns and revising your plan in light of them
- Using criticism to continually improve
- Searching for data and views that might alter your opinion