

## How to Navigate Crucial Conversations in Today's Lab

Advice to empower you to be a better communicator in your profession.

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Always work towards great communication. Question barriers and try to make sense of it. Question why people do things. The biggest assumption is that it happened - “I told them” doesn't mean they understood.

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*Keith Steinbach, MSc, MLT*

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Be your authentic self and ensure you are being respectful so that what you say is well received. It takes bravery to speak up.

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*Rhonda Pouliot, BSc, MA, MLT*

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In high stress situations, do not respond personally because that can be very hard. Work on your positive outlook.

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*Sheila Graham, BA*

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Listening is just as important as speaking. Don't just look to be understood but look to understand others. Keep soaking up as much information as possible without making assumptions.

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*Joël Rivero, BSc, MLS, MLT*