

7 Ways to Navigate Crucial Conversation in Today's Lab

Crucial conversations typically have an impact on your quality of life. These are discussions between two or more people where the stakes are high, opinions vary and emotions run strong. In a workplace setting, these could involve patient treatment, requisitioned tests, or on a more personal note discussions about promotions or personnel issues.

1. Figure out the goal

Know the goal for the conversation and what you need to get out of the conversation.

2. Imagine the worst scenario

Imagine the worst scenario that could happen during the conversation. This is a great way to think through possible outcomes and prepare for all situations.

3. Don't make assumptions

When speaking with someone, listen and try to understand their perspective. Everyone comes to the conversation with different worldviews (i.e. various demographic backgrounds such as age, gender, race & religion). Don't make assumptions; assume people are having the worst day and then you'll be more supportive.

4. Remember the patient

Concern for the patient and their safety should be brought up every single time. Your job is to safe guard them.

5. Come with curiosity & genuine inquiry

When you ask questions or before commenting, ask the other person questions about what they think will happen. It's best to start with inquiry and then ask if you could provide feedback.

6. Change the physical space

If possible, change where the meeting is held. This may provide a more relaxed setting to converse. Think about what is most appropriate for the meeting by physically removing yourself from the office and walking to a less formal environment.

7. Manage expectations

Manage the individual's expectations before the meeting even begins. This way the individual knows what to expect from the conversation.