

Healthy Communication: Engaging in Meaningful and Supportive Professional Conversations

Communication is vital within the role of an MLT and can take many forms.

CMLTA Professional Standards outline Communication and Collaboration to ensure professional practice and decision-making

<https://www.cmlta.org/aboutus/standardsofpractice/#:~:text=The%20CMLTA%20Standards%20of%20Practice,MLT's%20practice%20and%20decision%2Dmaking>

Healthy Communication:

Clear and concise
Respectful
Active Listening
Understand Yourself/Your Reactions
Being Straightforward
Problem-Solving

Types of Communication

Aggressive
Assertive
Passive

Clear Communication - using “I”

Sandwich approach:

- say something positive
- provide criticism/idea
- end with positive statement

What If You're on the Receiving End of Frustration or Reactivity?

- Take a step back
- Focus on facts while acknowledging the emotions
- Remember boundaries
- Be assertive rather than aggressive or passive
- Consider compromise
- Ask for Support

Setting a Goal/Next Steps

Consider what we've discussed. What is something you've learned that you can incorporate next week?

It may look like:

- Different communication with coworkers
- Setting boundaries
- Moving towards assertiveness
- Being receptive to feedback

Your Goal: _____

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References

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What if I am looking for additional resources?

Communication

Centre for Teaching Excellence University of Waterloo <https://uwaterloo.ca/centre-for-teaching-excellence/catalogs/tip-sheets/effective-communication-barriers-and-strategies>

Centre for Clinical Interventions

Assertiveness workbook <https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself/Assertiveness>

Mental Health

- Contact EAP or connect with a psychotherapist or psychologist
- Government of Canada provides bilingual information about resources and supports <https://canada.ca/mentalhealth>
- Anxiety Canada <https://www.anxietycanada.com/>
- CSMLS Mental Health Toolkit mentalhealth.csmls.org

Questions?

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