

Cultivating Resilience and Well-Being in Long Term Care Communities - Implementation Tips

IDEAS Workshop - March 20, 2024

Thank you for participating in yesterday's workshop on using IDEAS when having important conversations

Using IDEAS helps potentially challenging conversations to be constructive, bringing to the forefront the positive changes that might occur. When we are willing to start important conversations, we have an opportunity to get to know the other person better, solve the problem, and show that we care and want to strengthen the relationship.

PREPARE FOR AN IMPORTANT CONVERSATION

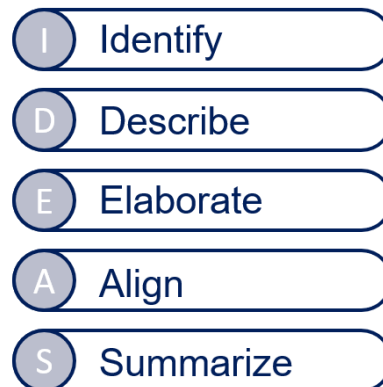
In the next few weeks, be on the lookout for difficult conversations you're reluctant to have. When there is a difficult conversation on the horizon:

1. Notice the worries, emotions, and beliefs that are coming up for you.
2. Notice what you're anticipating will come up for the other person.
3. Use IDEAS to provide yourself with touchstones for how to productively engage the other person in the conversation. Adapt each step to fit who you are talking to and what you are talking about. Use the steps in any order.
4. Review your talking points with a trusted friend/colleague for feedback. Ask if this approach will likely increase trust and collaboration.
5. Set a mutually agreeable time to have the conversation with the other person.
6. After the conversation, take some notes on what worked well and what you would do differently next time.

IDEAS

Parameters:

- Preparation required
- Not a script
- Not order-based
- Dialogue throughout



RESOURCES

- PDF of slides attached.
- Workshop Roadmap.
- Book:
 - Edmondson, A. C. (2018). *The Fearless Organization: Creating psychological safety in the workplace for learning, innovation, and growth*. Wiley.