

Good Veterinary Workplaces webinar series

2. Management and HR

Most of us would agree that open, effective communication is an important ingredient for a happy workplace. Many of the management and HR topics discussed in this upcoming webinar rely on us having effective conversations with others at work. But how many of us shy away from potentially tricky conversations with workmates?

- Do you find yourself avoiding difficult conversations, always finding a good reason to leave it until tomorrow?
- Do you find that exchanges can often get heated or emotional too quickly?
- Do you sometimes leave a conversation thinking 'that went well', only to find that the other person came away from with a totally different idea about what was agreed?
- How do you feel about talking about mistakes or poor outcomes at work, do these become opportunities to learn or opportunities to blame?

If some of these challenges sound familiar, it's worth asking yourself how you approach these types of conversations and what you can do to set yourself up for success. Look at this passive to aggressive communication scale. What comes into your head when you think about what a passive, assertive or aggressive communication style looks like? Whereabouts on this scale would you put yourself?



A helpful way to think about this is considering the goal of each communication style and the result in terms of your own and the other persons needs. Could you use a more assertive style that aims for co-operation and collaboration, ensuring the conversation balances both party's needs?

STYLE:	Passive	Assertive	Aggressive
GOAL:	Avoid Conflict	Co-operate	Win
RESULT:	Ignore my needs to meet yours	Balance my needs and yours	Ignore your needs to meet mine

For tips on how to use this approach to tackle tricky conversations take a look at this short video prepared for the BVA's Young Vet Network bit.ly/ManagingTrickyConversations

VDS Training Services Limited (trading as VDS Training)

VDS Training Services Limited is a wholly owned subsidiary of The Veterinary Defence Society Limited (VDS). VDS Training Services Ltd (trading as VDS Training) is registered in England and Wales.

Registered Office: 4 Haig Court, Parkgate Industrial Estate, Knutsford, Cheshire WA16 8XZ. Tel: +44 (0) 1565 743862
Email: info@vds-training.co.uk Web: www.vds-training.co.uk Company No. 10727838 VAT Reg No. 269683739