Let's take a few minutes to get to know each other

Name

Department, University

How long have you been a Program Administrator?

What has drawn you to being a Program Administrator?
Residents:

“Like a box of chocolates, you never know what you are going to get”

Forrest Gump
Residents - who are they?????
Residents

What you see

What you get
Objectives

Upon completion of this session, participants will be able to:

- Acknowledge the resident as a person and learner
- Develop strategies to deal with conflict resolution between residents and teaching staff
- How to identify a resident in distress
Acknowledge the resident as a person and learner

“One of the most sincere forms of respect is actually listening to what another has to say”

Bryant H. McGill
How to show empathy

- **Listen**
  - Say hello
  - Take time to make small talk
  - Remember things about people
  - Be polite & helpful
  - Praise and or congratulate
  - Respect other people’s time
  - Be assertive when necessary
  - Apologize for mistakes

- **Have a sense of humour** – use carefully

- **Non verbal communication**
  - facial expressions,
  - tone and pitch of voice
  - gestures displayed through body language and physical distance between parties

- **Build a rapport & relationship……..mutual understanding**

“*What you do speaks so loudly that I cannot hear what you say*”
Ralph Waldo Emerson
Scenario 1:

You have a resident in the program who has been doing well, passing rotations, sociable and engaged with the other residents. Then without warning they report sick for 3 months. No one knows what’s wrong with them, they have lost complete contact with the group. Everyone is asking you questions. You want to help this resident but can’t ask them.....what do you do?

What can we ask?

What shouldn’t we ask?
Develop strategies to deal with conflict resolution between residents and teaching staff

“'I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel. “

Maya Angelou
Workplace Conflict

**Definition of Conflict:** an active disagreement between people with opposing opinions or principles

**What causes workplace conflict?**
- unfair treatment
- inadequate training
- poor communication
- bullying and harassment
- Personality clashes

**Our role:**
- Listen, comfort, guide
- Stay objective – do not let personal feelings interfere
- Recommend they speak to Program Director or assigned mentor
- Be careful not to overstep limits
Scenario 2:

You have a staff keen to teach but has challenges with expressing themselves. Unfortunately this results with inappropriate comments on resident evaluations, causing distress for the residents concerned.

What can we do?

What should we not do?
How to identify a resident in distress

“seeing with the eyes of another, listening with the ears of another, and feeling with the heart of another.”

Alfred Adler
Our role and how to set yourself apart

“You are the go to Person”, you do have influence!

- Recognizing distress, personal & professional
  - Changes in behaviour
  - Productivity slowdown
  - Stress, anxiety, burnout

- What actions can we take?
  - LISTEN
  - Assure them they are not alone
  - Recommend they speak to Program Director or University Office of Advocacy & Wellbeing

….we see both sides Know your limits!
Scenario:

A resident returning from maternity leave is having issues with childcare and is unable to return to fulltime residency.

What do you do?

What should we not do?
“The three great essentials to achieve anything worthwhile are, first, hard work; second, stick-to-itiveness; third, common sense”

Thomas H. Edison
Scenario:

A resident misses a deadline for application to an exam and blames the program for not notifying them.

What do you do?

What should we not do?
Scenario:

Your new chief resident starts their term and decides to implement change. They decide to create a protocol on dress code and behavior for Academic ½ Day, Journal Club and other group activities. They have not discussed these changes with the program director or other residents. These changes are not well received by the resident group creating discomfort.

What do you do?

What should we not do?