

***Real Play Exercise
Communication***

Scenario 3:

Your hospital is a district healthcare centre serving a community of several thousand people. Every year, your centre provides efficient clinical services and community outreach with an effective team of healthcare providers. There is a shortage of trained nurses, and your centre has hired nurses from other countries for several years as a way to fill this gap. Salaries paid to these non-local nurses are higher than compensation paid to local nurses, and even local doctors.

Funding for your centre is provided by the Ministry of Health. Financial administrators within the Ministry of Health do not really understand what your centre does – or how challenging it is to find trained nurses. As a cost cutting measure, the financial managers in the Ministry of Health decide to cut your nursing budget by 25%, effective immediately.

You are the Manager of the District Healthcare Centre: You are the 55 year old manager of district healthcare centre. You have worked at this centre for over 20 years, and are well known and well respected in the community.

You are the financial manager within the Ministry of Health: You are a 32 year old financial manager in the Ministry of Health. You studied abroad and understand the need to keep costs reduced; your Ministry needs capital to purchase updated equipment. You also believe that your country should not be hiring healthcare expertise from outside the country.

Role play a telephone conversation between the Manager of the District Healthcare Centre and the Financial Manager. In this conversation, the financial manager delivers the news about the nursing budget being cut by 25%, effective immediately.

After the telephone conversation, role play a follow up face-to-face meeting.

Ask yourself:

- ◆ How did the Sender of the communication deliver the message? How was voice tone; voice loudness; body language? **Did the body language change in the face to face meeting?**
- ◆ How did the Listener hear the message? Did the Listener ask for clarifications?
- ◆ What communication skills – sending and listening – could you improve upon?

***“93% of our impact is body language;
how we sound and how we look at others.***

only 7% of our impact is WHAT we actually say”