

COLLECTIVE BURNOUT PREVENTION



Delivered by: **AEE Mental Performance**

Communication is defined as the sharing of formal and informal, meaningful information (Zeffane et al., 2011) between people. Communication can be tricky, uncertain, and somewhat volatile. This can impact our day to day interactions with friends, family, and coworkers. As we continue with burnout prevention and the attribution biases that impact our communication, we want to explore all that goes into communication, what it does for the collective, both personally and professionally, when we have ineffective and effective communication present within our interactions, and the various steps/methods to make it better. Before we truly dig into why it is important and how we can make it better, we have to start with the basics. What is communication and what does communication entail? Let's dig in...

GOALS / PURPOSE OF COMMUNICATION

- To inform and give instruction
- To influence and persuade
- To convey emotion and perception
- To ask questions for further information
- To develop relationships/trust
- To reassure and comfort
- To understand and gain context

TYPES OF COMMUNICATION

- Verbal
- Intrapersonal (reflection / self-talk)
 - Interpersonal (2 people, group, public)
 - oral
 - written

Non-verbal / visual

DOMINANT / DIRECTOR

- direct and to the point
- focused on driving solutions & results
- desides quickly based on gut
- competitive

CAUTIOUS / THINKER

- analysis & processes information thoroughly
- focused on accuracy & completeness
- prefers to work alone
- finds background information & detail very important



INSPIRING / SOCIALIZER

- enjoys brainstorming & creating with others
- focused on the big picture & future
- energized by interacting with people
- impulsive & spontaneous

SUPPORTIVE / EMPATHIZER

- methodical & organized
- focused on harmony & status quo
- takes care tasks & people
- desires time to process before discussion & action

QUESTIONS TO CONSIDER

- Where are areas in your lives where you implement these goals and how does it work for you?
- What style of communication is your dominant style? What type of communication do you find yourself using most?
- What are some barriers to effective communication in your life, and when do they show up?
- What role do you see communication playing in the collective prevention of or onset of burnout?

Please, take the assessment on communication skills by the end of this week as we will focus on them in the Communication 2. You can take it [HERE](#).

