

Effective Communication Videos



The Wellness Hub research team at St. Michael's Hospital has been working closely with long-term care and retirement home staff since 2020 to design research studies to support their needs. In a recent study on mental health and well-being, Personal Support Workers (PSWs) and other support staff working in long-term care and retirement homes had the opportunity to meet one-on-one with a resource navigator. During these sessions, staff were able to talk about their personal or work-related concerns and set wellness goals. The resource navigator helped them find the right resources to support their well-being and goals.

One issue that came up often in these resource navigation sessions was **workplace conflict**, and the need for resources about effective communication to navigate these conflicts. Workplace conflict includes difficult situations or relationships between colleagues and between staff and supervisors. Staff shared that they needed better tools to handle these kinds of challenges, but there were few resources tailored to long-term care and retirement home settings.

In response, we created a series of short video skits showing how to use effective communication skills to manage and reduce workplace conflict in the long-term care and retirement home setting. The 12 videos cover four common scenarios that staff might face at work.

The four scenarios cover how to navigate:

- 1 Harmful workplace gossip,
- 2 Voicing frustration,
- 3 Being expected to do more than you can, and
- 4 Being wrongfully blamed.

Some examples of the effective communication techniques included in the videos are:

- Reflective listening,
- Positive body language,
- "I feel" statements,
- Assertive vs aggressive tones, and
- Acknowledging different perspectives.

You can find these on the Wellness Hub website using the following link:
[Effective Communication – Wellness Hub](#)

