

It ain't what you say.....

Effective communication in the ASPA workplace



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The principles of communication apply to everyone.....

- It's all about SPACE and TIME
 - The environment in which you communicate
 - Pick your moment
- WHO is involved?
 - Understanding viewpoints
- Your MESSAGE
 - Clarity & Purpose
 - Anticipating the difficult cases

Space and time....



Space and time for busy people



Time and space to communicate effectively?

Make space and time for busy people

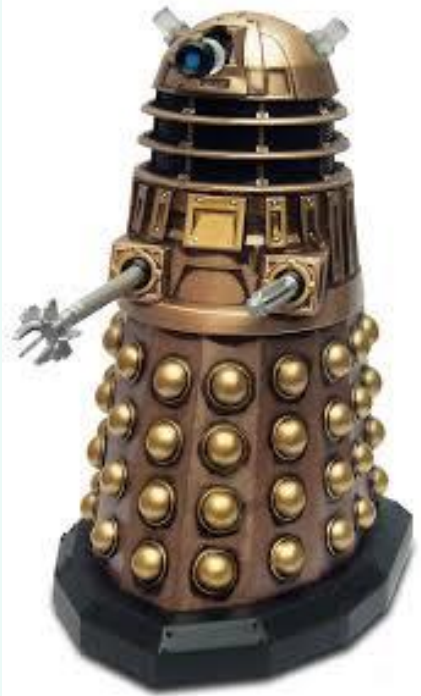


Pre-study meeting

Interim

Retrospective review

WHO's in the team? NACWO, NVS, Licensees, Inspector

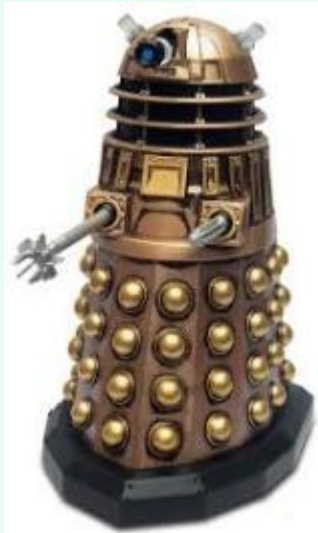


Who's in the team?

NACWO, NVS, Licensees, Inspector...

Respect and parity of participants

Clarity & purpose of your message



“Speaking their language”



Understand viewpoints

“land” your message

Who's in the team?

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Capture information for review / AWERB

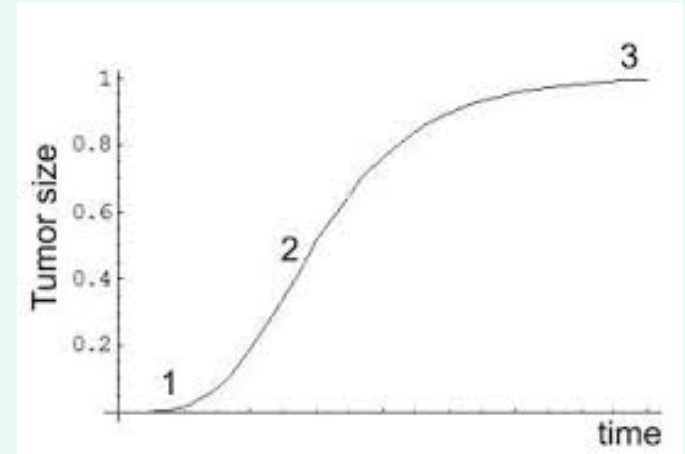


Understand viewpoints

“land” your message

Identify the more difficult studies – ahead of time!

- Long-term studies – ageing
- Tumour growth
- Neurological signs



- Prepare Scheme to manage these:
- Consistent reporting
- Early warning of endpoint, health concerns
- “Traffic light system”
- Information feeds back into actual severity review
- AWERB

Consistency of approach

- Standardised recording / reporting format helps
- Clear message –
- What's happening
- What do you want someone to do?
- Timeline....



Health concern	
1	
Room	54
Strain	G6FLOX-K14DNLEF1-K5CRE
Compliance Ref no.	
ID	56439
Sex	Male - exbreeder
Genotype	dn pos k5 pos g6 flox/flox
DOB	30/05/12
PIL	G D
PPL	80/xxxx
19b	4
Rack	15
Phenotype/behavior/concern	Bleeding Skin lesion right ear
Suggested action by technician/NACWO	Please consider using this animal by end of week as this kind of lesion is hard to treat.
2	
Action/Treatment confirmed by PIL	
3	
Final outcome (i.e. Schedule 1)	

Early warning – time for preparation



- “Traffic light system”
- Set criteria for flagging concern
- Endpoint criteria made clear..... severity reporting
- Easy to see the numbers/study giving cause for concern – 3Rs
- Researcher provides protocol & materials for sampling



The principles of communication apply to everyone.....

- SPACE and TIME to communicate
- WHO :Understand and accommodate viewpoints of team members
- Clarity of MESSAGE
- KNOW: Identify the difficult cases.. prepare *and* find solutions!

Above all, don't forget **WHO** we communicate for...

