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WINNING FRIENDS AND NOT MAKING ENEMIES: THE ART OF GOOD COMMUNICATION

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YOU ARE ALL SMART

HIGH IQ



Success is not always guaranteed...



What About Your EQ?

- o Emotional Intelligence (EQ)
- o is more important than one's IQ in attaining success in lives and careers.
- o This success depends on our ability to read people, understand what they want and make it work for both.

Handling People

▣ Fundamentals

- Don't Criticize
- Give sincere appreciation and encouragement
- What does the other person really want?
 - Get to and understand their point of view

Getting People to Like You

- ▣ Why???
 - => they will work harder for you
 - => They will have your back
- ▣ Become interested in others
- ▣ Smile!
- ▣ Remember names
- ▣ Be a good listener

Control Your Anger

- ▣ The only way to get the best of an argument is to avoid it
 - Corollary
- ▣ Little good can come from an argument
- ▣ Even if you "win", it builds resentment
- ▣ Listen to the other person first
 - Show respect for the other persons opinion
 - Try to see the other person's point of view
 - Never say "you're wrong!"

Control Your Anger

- ▣ Don't send that email...delete it and sleep on it!

If You are Wrong....

- ▣ Quickly admit and apologize with sincerity

Be a Leader

- ▣ Point out mistakes indirectly
- ▣ Talk about your own mistakes
- ▣ Ask questions instead of giving orders
- ▣ Let the other person save face
- ▣ Praise every incremental improvement
- ▣ Criticize behind closed doors with tact and restraint

Summary

- ▣ Be a Good Listener
- ▣ Control your anger
- ▣ Be a Good Leader

Key Reading

- ▣ Dale Carnegie, "How to Win Friends and Influence People", Simon and Schuster
- ▣ Roger Fisher and William Ury, "Getting to Yes"