



Trinity Health

Communicating in Color

EMERGE

Trinity Health Mentoring Program

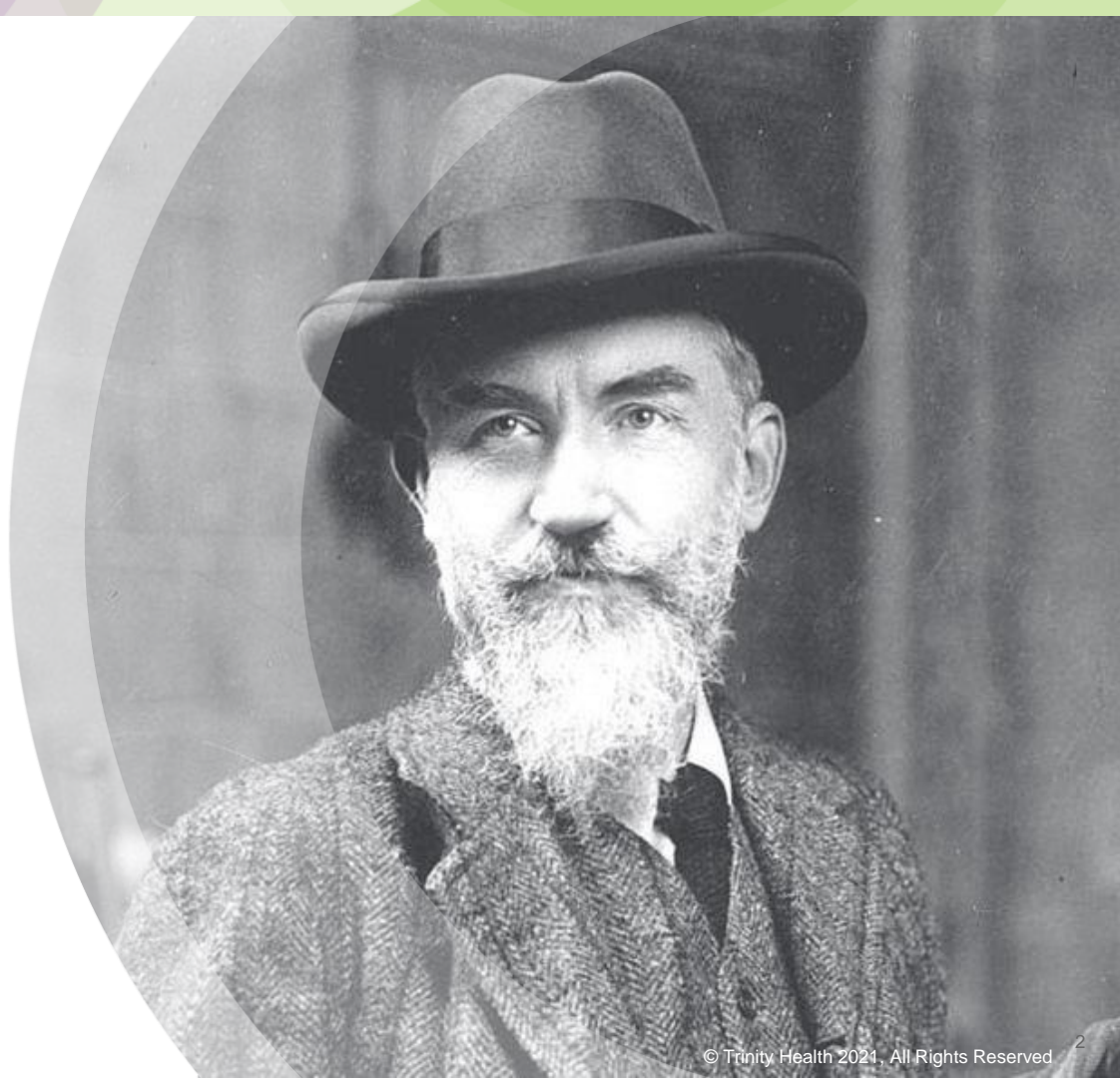
Andrea Spangler
September 10, 2024

Reflection

“ The single biggest problem in communication is **the illusion that it has taken place.** ”

George Bernard Shaw

Brain News Service, publisher, Public domain, via Wikimedia Commons



Our Trinity Health Culture



Our Mission

We, Trinity Health, serve together in the spirit of the Gospel, as a compassionate and transforming healing presence within our communities.



Our Core Values

- Reverence
- Commitment to Those Who are Poor
- Safety
- Justice
- Stewardship
- Integrity



Our Vision

We will be the most trusted health partner for life.



Our Actions

As a Trinity Health colleague, I will:

- Listen to understand.
- Learn continuously.
- Keep it simple.
- Create solutions.
- Deliver outstanding service.
- Own and speak up for safety.
- Expect, embrace and initiate change.
- Demonstrate exceptional teamwork.
- Trust and assume goodness of intentions.
- Hold myself and others accountable for results.
- Communicate directly with respect and honesty.
- Serve every person with empathy, dignity and compassion.
- Champion diversity, equity and inclusion.



Our Promise

We Listen.

We Partner.

We Make it Easy.

com·mu·ni·ca·tion

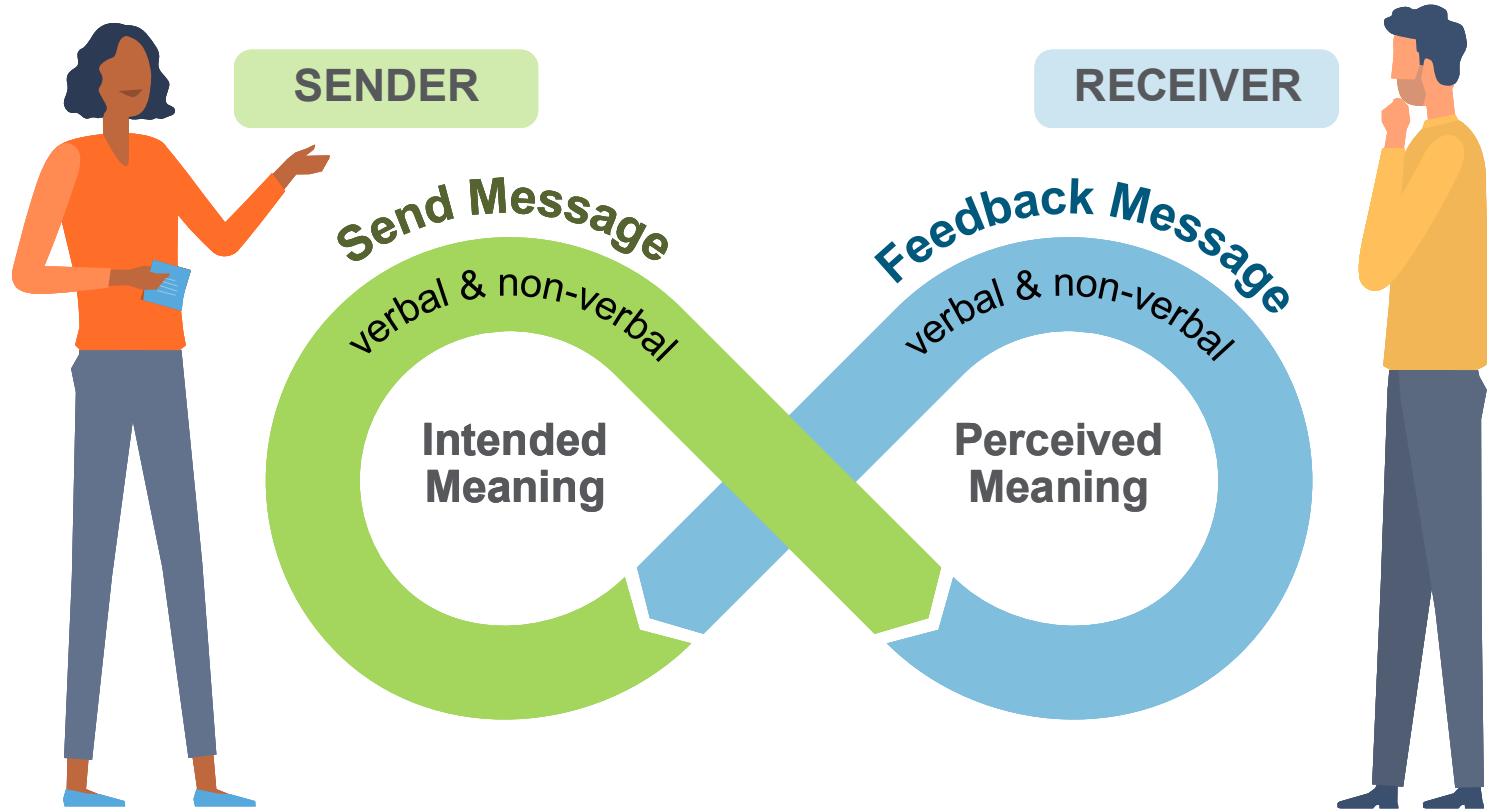
/kəˌmyoʊnəˈkɑːʃ(ə)n/ - *noun*

“ The process of creating, interpreting, and sharing meaning. ”

Source; Dr. Amy M. Corey, (2007) *The Evolution of Human Communication: From Theory to Practice*.
[The Evolution of Human Communication: From Theory to Practice](#)
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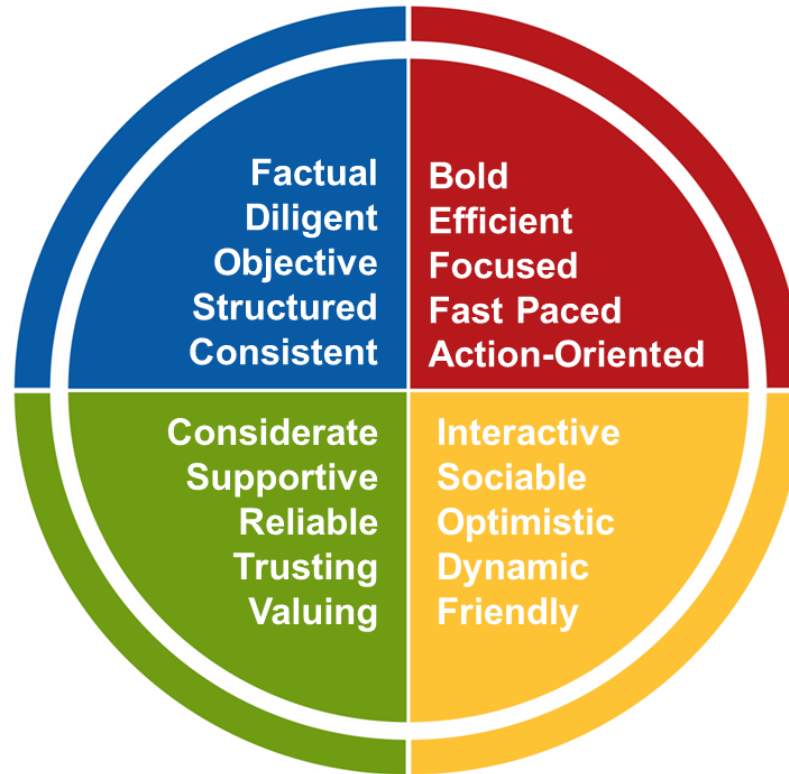
Communication Model



Skills for Creating Dialogue



Your Color Energy Mix– Our “Gifts”



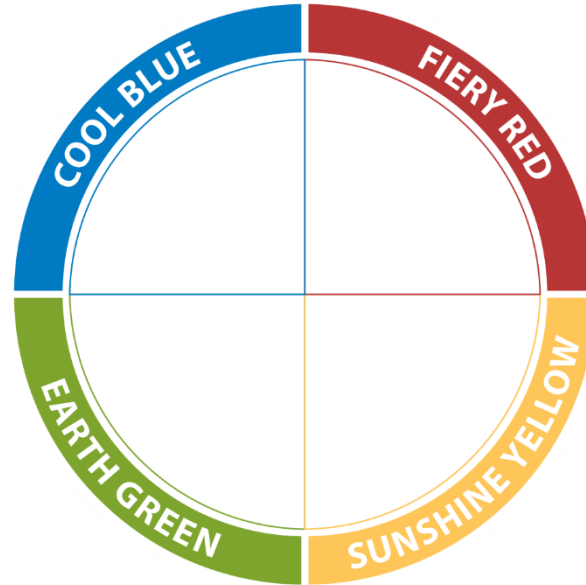
Communication Do's & Don'ts

Cool Blue

Be well prepared
and thorough
Do not be flippant on
important issues

Earth Green

Do not push for
quick decisions
Be patient and supportive



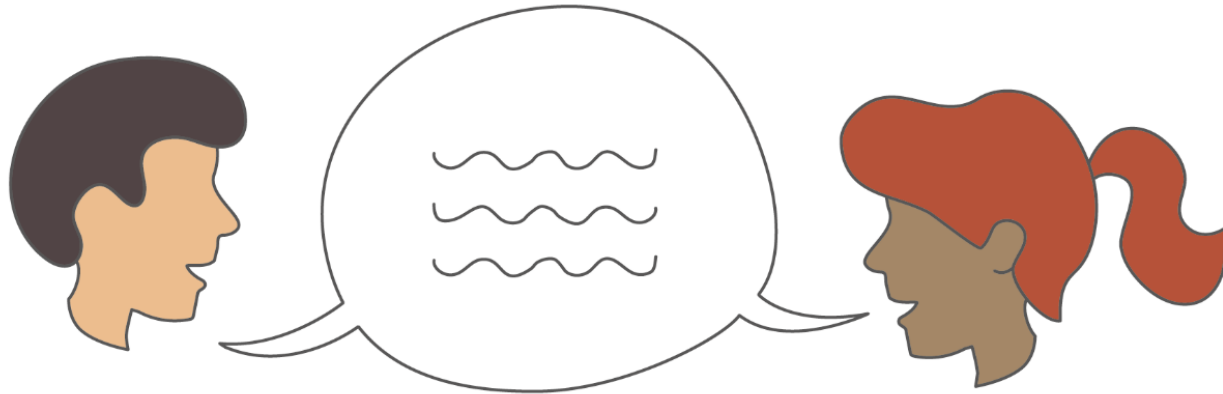
Fiery Red

Be direct and to the point
Do not hesitate or waffle

Sunshine Yellow

Do not impose a routine
Be friendly and sociable

Adapting and connecting



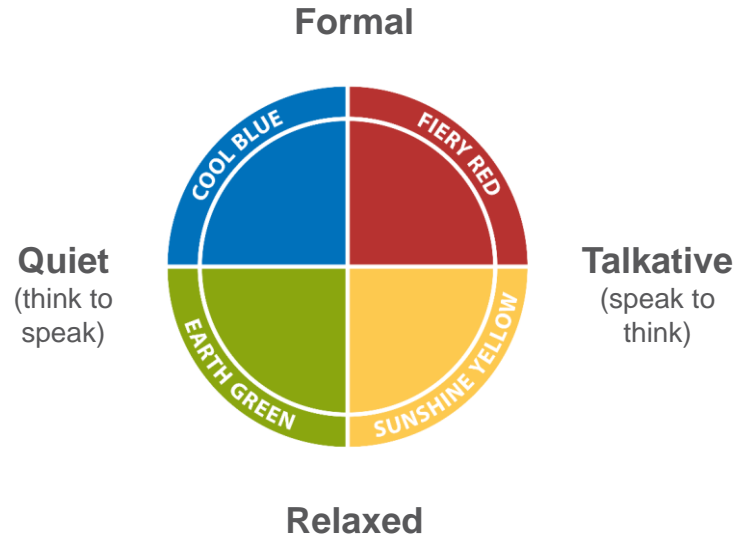
Recognizing types

Step One:

- Do they “speak to think” (**Fiery Red/Sunshine Yellow**) or “think to speak” (**Cool Blue/Earth Green**)?

Step Two:

- Are they more formal (**Cool Blue/Fiery Red**) or more relaxed/informal (**Earth Green/Sunshine Yellow**)?



Effective communication – 4Ps

Purpose

- Show logic and provide a well-researched rationale
- Present the relevance of the information you are sharing
- Give supporting evidence including needs and benefits

Plan

- Propose a call to action
- Present a goal-directed and time-focused plan with clear expectations and next steps
- Describe how success will be measured

People

- Recognise the effect on people
- Connect with feelings, values and role interdependence
- Acknowledge political realities and commit to learning from the past

Big Picture

- Paint a compelling vision of what is possible
- Connect with a creative and far-reaching goal
- Provide a visual image, metaphor, personal story or slogan



4Ps – Key Questions

Purpose

What are the driving forces or reasons for this change?

Plan

What action steps are planned and what are the timelines for each action?

People

How will this change impact day-to-day roles and relationships?

Big Picture

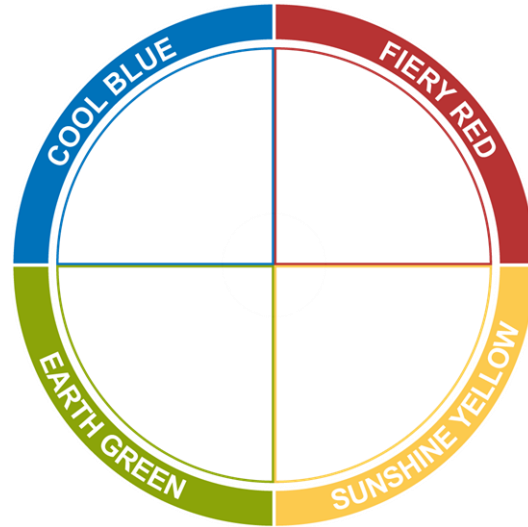
What is it going to be like when the change has been achieved?



Simply Stated....

WHAT?

HOW?



WHO?

WHY?

Breakout Room Activity

Instructions:

- Prepare a communication to appeal to all color energy preferences (using the 4 P Model).

Include: Purpose, Picture, People and Plan

Consider:

- How it will be shared
- Who needs to know
- When it needs to happen

4Ps – Debrief

Purpose

What are the driving forces or reasons for this change?

Plan

What action steps are planned and what are the timelines for each action?

People

How will this change impact day-to-day roles and relationships?

Big Picture

What is it going to be like when the change has been achieved?



Color Energy Communication Tips

Fiery Red:

*Using **Fiery Red** energy, ensure you are understood by the other person – communicate clearly your point of view.*

Sunshine Yellow:

*Using **Sunshine Yellow** energy, engage empathically and establish a “win-win” partnership.*

Earth Green:

*Using **Earth Green** energy, understand the other person – listen first.*

Cool Blue:

*Using **Cool Blue** energy, discuss the issues logically – reach agreement.*

Wrap Up & Application...Using Your Energy....

What questions do you still have?
What are you curious about?

With whom do you want to share this information?
What additional support could you use?



What actions do you plan to take?
What goals would you like to achieve?

What excites you about what you heard today?
How will you influence others?

Resources

- **LEAD!**

<https://mytrinityhealth.sharepoint.com/sites/LeadershipLearningDevelopment/SitePages/Communicating-Effectively--On-Demand-Resources.aspx>

- **Crucial Conversations for Mastering Dialogue**

<https://mytrinityhealth.sharepoint.com/sites/SO-LearningOpportunities/SitePages/Crucial-Conversations.aspx>

Thank you!

