It ain’t what you say…..

Effective communication in the ASPA workplace
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?
NACWO, NVS, Licensees, Inspector

Respect and parity of participants

Clarity & purpose of your message

“Speaking their language”

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 . . . .

<table>
<thead>
<tr>
<th>Health concern</th>
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<tbody>
<tr>
<td>Room</td>
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<tr>
<td>Strain</td>
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<tr>
<td>Compliance Ref no.</td>
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<tr>
<td>ID</td>
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<td>Sex</td>
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<td>Genotype</td>
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<td>PPL</td>
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<tr>
<td>19b</td>
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<tr>
<td>Rack</td>
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<tr>
<td>Phenotype/behavior/concern</td>
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<tr>
<td>Suggested action by technician/NACWO</td>
</tr>
</tbody>
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1

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...