

WELLNESS TOOLKIT

Leading with Your Voice

Values-Based Communication in Medical Leadership

45-Minute Capstone Session

Session Overview

- 1** **2 min** Framing the challenge
- 2** **1 min** Receive your scenario card
- 3** **10 min** Craft your 3-minute response
- 4** **27 min** Role-play in trios (3 rounds × 9 min each)
- 5** **5 min** Large-group debrief

Why Communication Is a Leadership Act

The Frame

Your values and purpose don't stay inside you — they become visible through what you say and how you say it.

Every difficult conversation is a chance to model the culture you want to create.

People don't remember your credentials. They remember how you made them feel when things got hard.

Your Three Anchors



Your Leadership Attributes



Your Core Values



Your Purpose Statement

*These are the compass you bring
into every scenario today.*

STEP 1

Receive Your Scenario Card

Each person receives one scenario at random.

Read carefully

Understand who your audience is — an individual or a group.

Connect

Which of your values and purpose elements speak to this situation?

Don't solve it

You're not diagnosing — you're communicating as a leader.

The Six Scenarios

(Facilitator Reference — Do Not Project During Distribution)

1

Team Conflict

Two residents in your program are openly feuding. Their tension is affecting team morale. You need to address both of them together.

2

Unsafe Workaround

A nurse has flagged that a colleague is regularly bypassing a documentation protocol. You need to address this privately with the colleague.

3

Declining Performance

A previously strong resident has become disengaged and her performance is slipping. You are meeting with her one-on-one.

4

Announcing an Unpopular Policy

Administration has mandated a new scheduling change that significantly reduces flexibility. You must announce and frame this to your entire team.

5

Burnout & Boundary Setting

A colleague confides that they are drowning and considering leaving medicine. This is a one-on-one conversation where you are stepping into a leadership role.

6

Post-Incident Debrief

A medication error occurred on your unit last week. No patient was harmed, but the team is shaken. You are leading a team debrief.

Craft Your Response

10 MIN

Ask Yourself

1. What outcome do I most want from this conversation?
2. Which of my values are most relevant here?
3. How does my purpose connect to this moment?
4. What would make the other person feel heard?
5. What leadership attribute do I most want to embody right now?

A Simple Structure

Open

Name what you're here to address. State your intention.

Bridge

Connect to what matters — their experience, your values, shared purpose.

Substance

The actual message: feedback, decision, support, or ask.

Close

What happens next? What do you need from them?

Your delivery will be 3 minutes. Jot notes — you don't need a script.

STEP 3

The Role-Play Trio

Break into groups of three. Everyone rotates through all three roles.

THE LEADER

3 min

Reveal your scenario, then deliver your 3-minute communication. Stay in character — you are the medical leader in this moment.

THE TEAM MEMBER

3 min

React authentically. You can ask one question or briefly push back if it feels right. Afterward, share what landed and what you needed more of.

THE OBSERVER

3 min

Watch for: values alignment, tone, body language, clarity of message, and how the leader opened and closed. Share your observations with specific examples.

Timing Each Round

3:00

Leader delivers — no interruptions

3:00

Team member gives feedback

3:00

Observer shares observations

0:00

Rotate roles → next person becomes the leader

Each full round = 9 min · 3 rounds = 27 min total

Observer's Lens

Prompts to guide your observations and feedback

Watch For

Did the opening name the purpose clearly?

Which value came through most strongly?

Was the tone aligned with the message?

Did the leader close with clarity?

What was one moment that felt most authentic?

Feedback Starters

"I felt _____ when you said _____."

"The moment that landed most was _____."

"I was curious about _____."

"One thing I would have loved more of is _____."

"I noticed your purpose coming through when _____."

Large-Group Debrief

5 min

1

What surprised you?

About what came naturally — or what was harder than you expected.

2

Where did your values show up?

Was it in your words? Your tone? The way you opened or closed?

3

What did you learn from being the team member?

What did you need from your leader? What made you feel heard?

4

What's one thing you want to bring into a real conversation this week?

A specific intention, phrase, or approach.

You already have

what it takes.

Your values, your purpose, your voice — these aren't things you build from scratch. They're things you learn to trust.

The hardest conversations of your career won't be about medicine. They'll be about people.

You are more ready than you know.