

The importance of communication and adaptation during uncertain times *Reflection from a Medical Teacher*

ARDI FINDYARTINI

Department of Medical Education

Medical Education Center IMERI

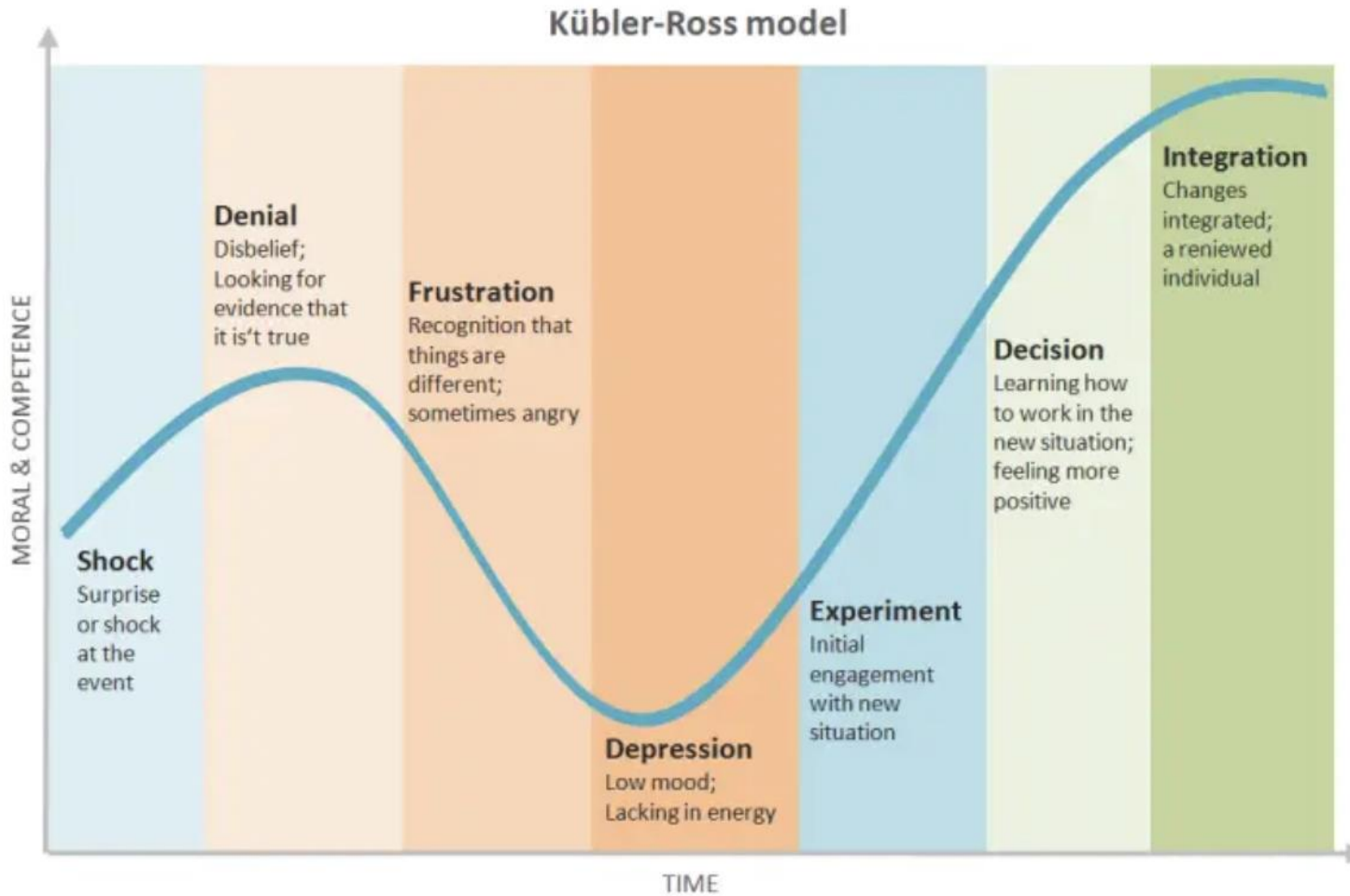
Faculty of Medicine Universitas Indonesia



Leadership is not a position or
a title, it is action and example.

Cory Booker

quote fancy



COVID-19 pandemic leads to great changes

In meeting family and people

In communication with colleagues, students

In working and learning

In using technology

In keeping ourselves safe

In our daily life

At what stage are we now?

We are.....

- An individual
- A parent
- A medical or health professions teacher
- A health professional
- A medical doctor
- A student
- A daughter/son
-





Photo by [Jason Rosewell](#) on [Unsplash](#)

Reflection#1

Communication...Communication...Communication

What?

- Initiatives regarding teaching learning adaptation
- Vision: to solve the problem NOW or to set new foundation for the future?
- What is the priority?

To/with whom?

- Medical Education Unit team members
- Fellow academics in and across departments
- Deanery
- Students

When?

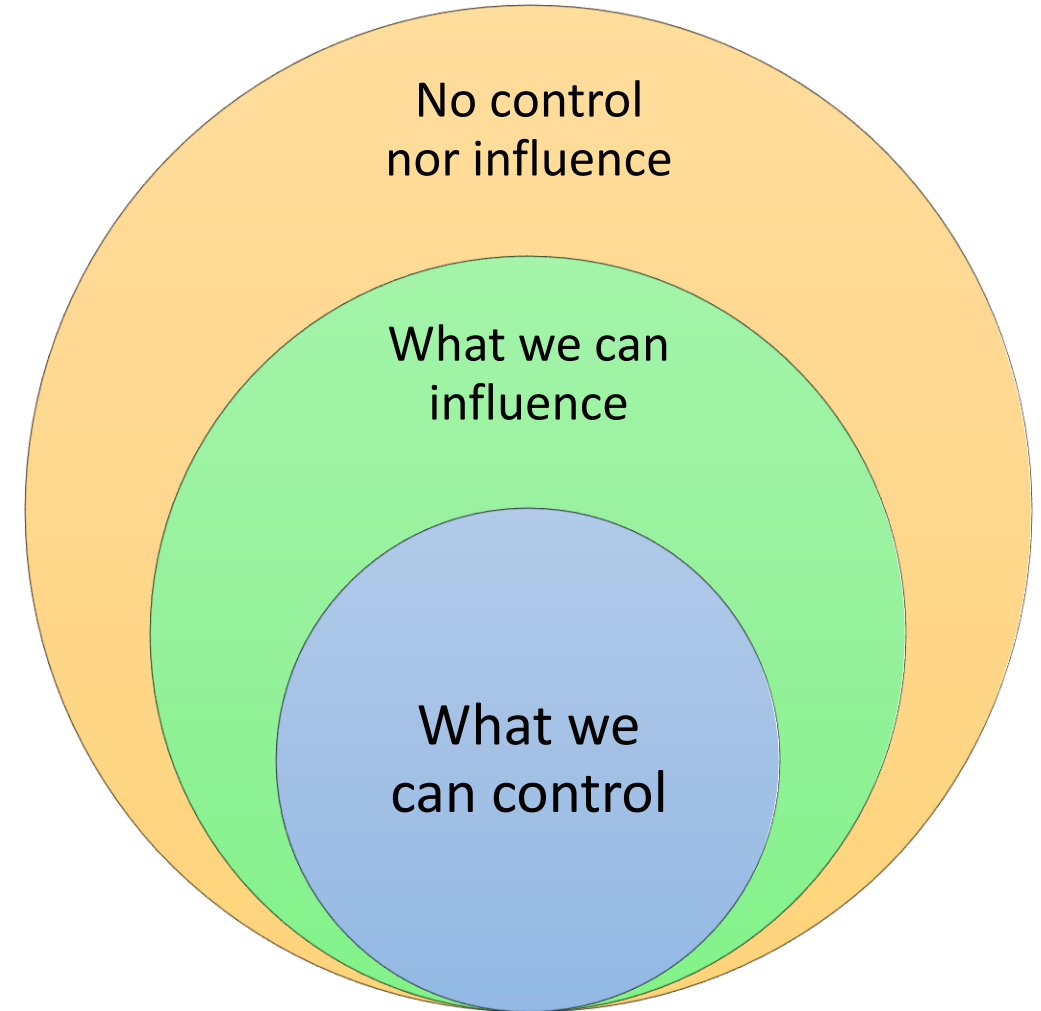
- How early?
- When do we actually need to wait?

How?

- Personally? In group of decision makers?
- Through emails, chat rooms/platforms, direct conversation?

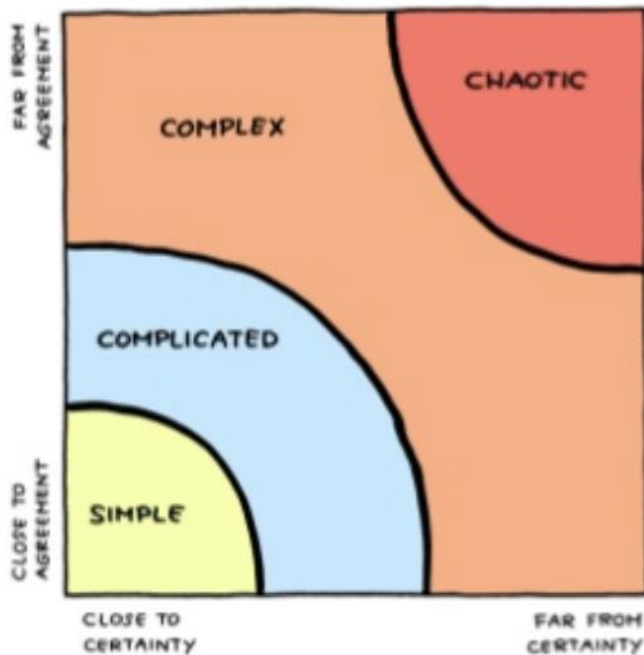
What to communicate?

- Self reflection on who we are is necessary: our competence, team, supporters, opportunities, challenges (CONTROL & INFLUENCE)

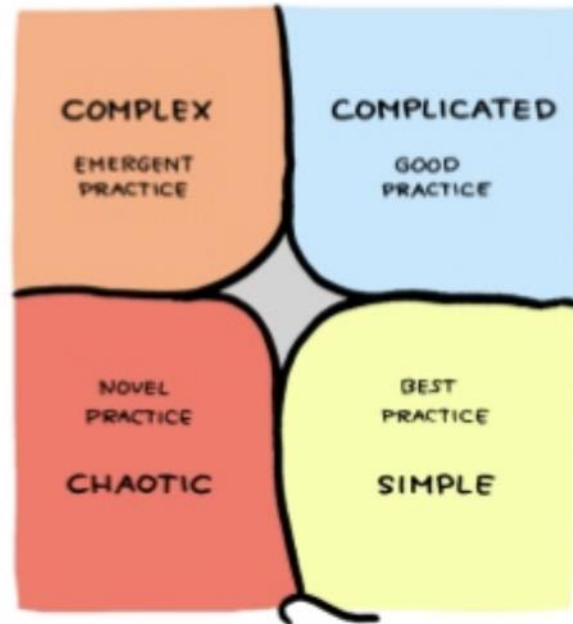


3 spheres of control

What to communicate?



Ralph Stacey

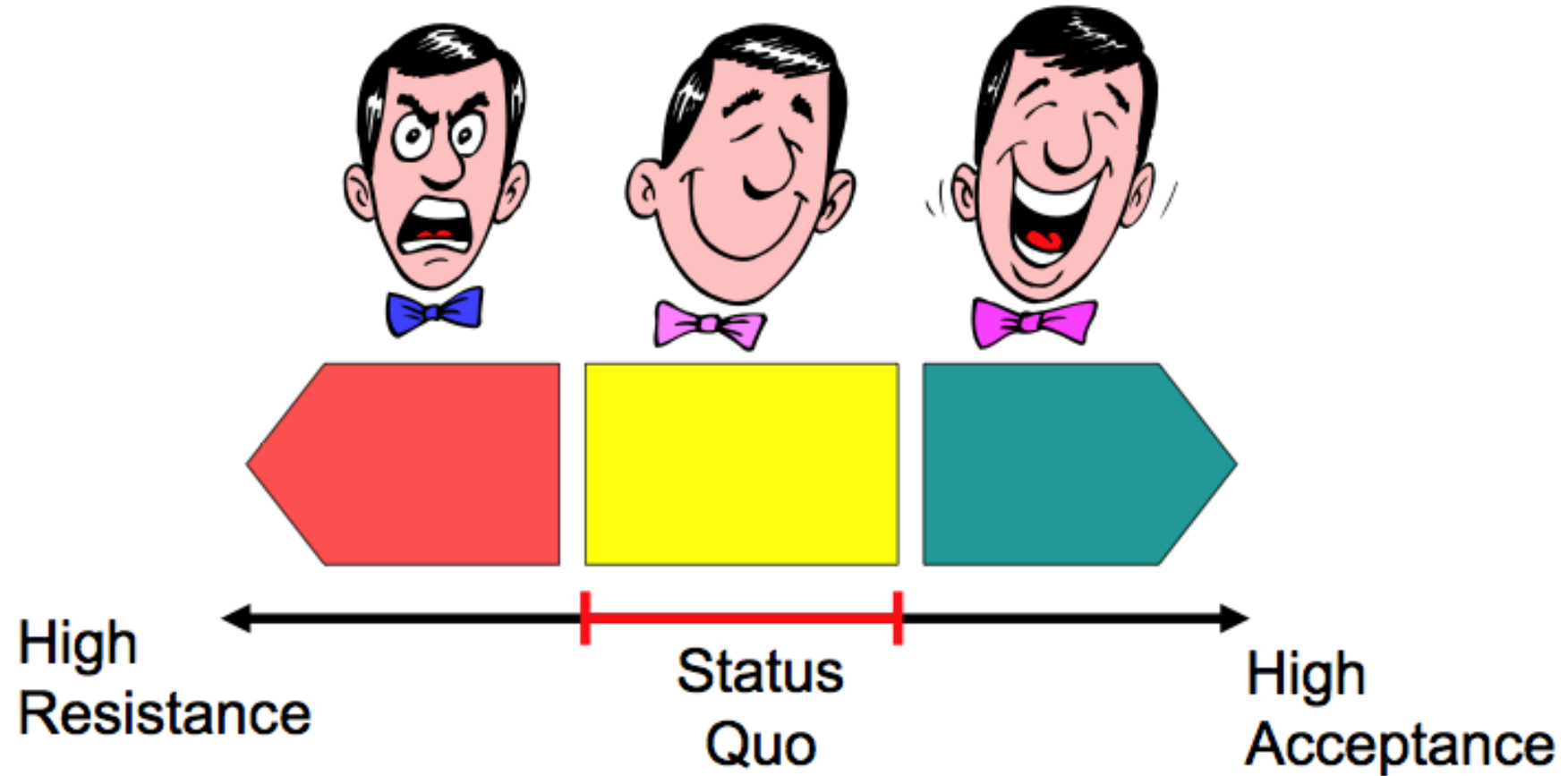


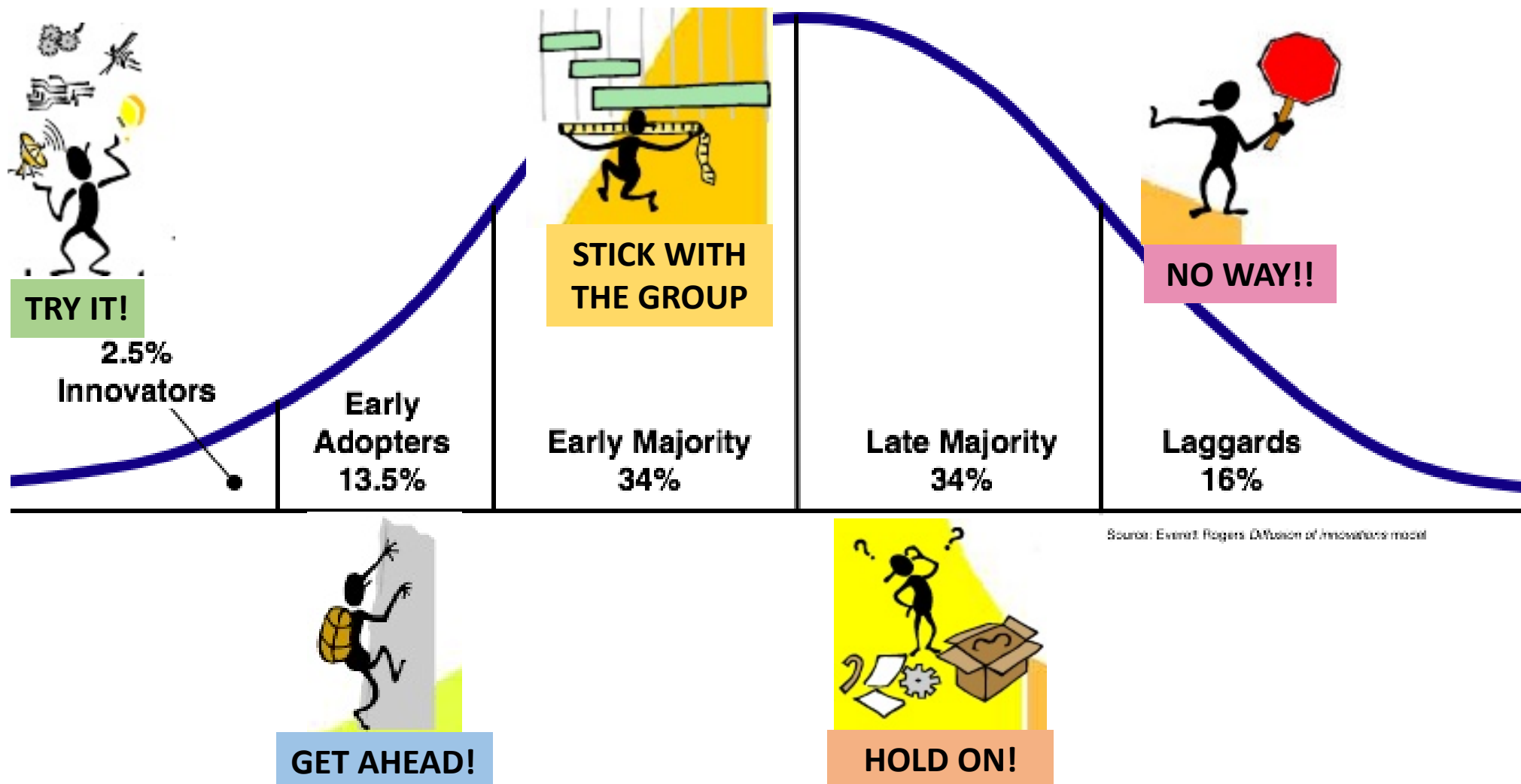
Dave Snowden

- **Simple** – am I going to use Zoom, Google meet or Microsoft team for my synchronous session tomorrow?
- **Complicated** – Do we need to assess the students now?
- **Complex** – Shall we assign our students in clinical rotation during this pandemic?
- **Chaotic** – Until when we have to conduct the full distance learning?

HIGHLY CONTEXTUAL

Whom to communicate?







<https://theculturetrip.com/our-app/>

Reflection#2

Culture...Culture...Culture

The 6 dimension model of national culture

Individualism vs collectivism

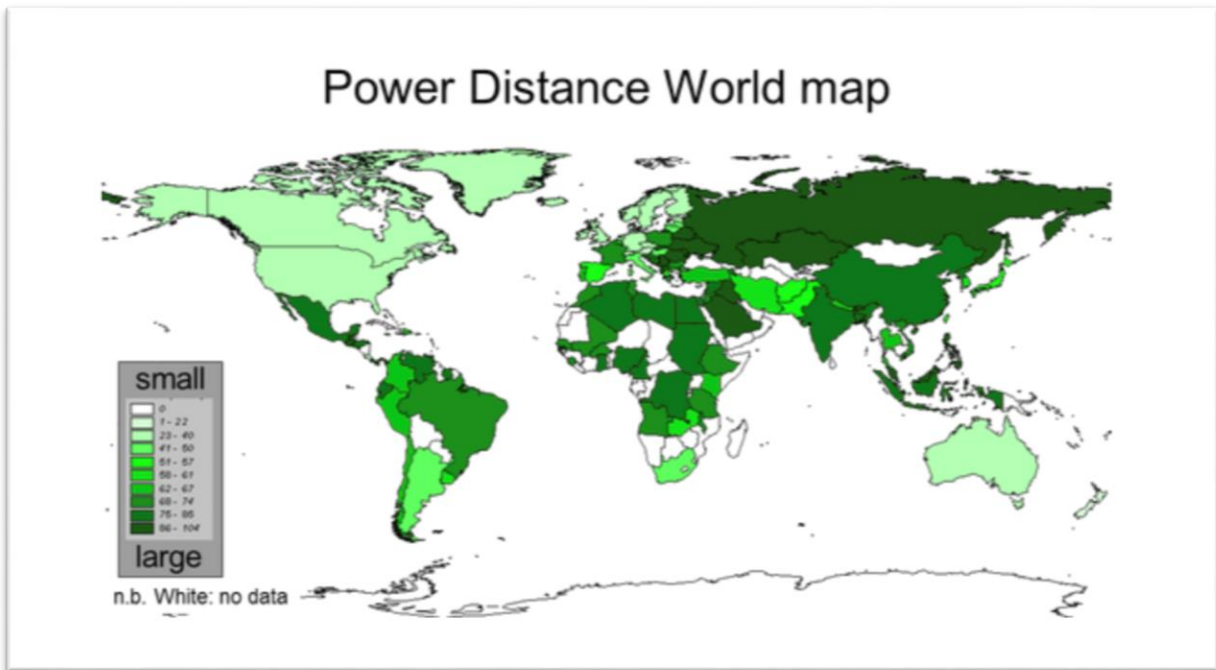
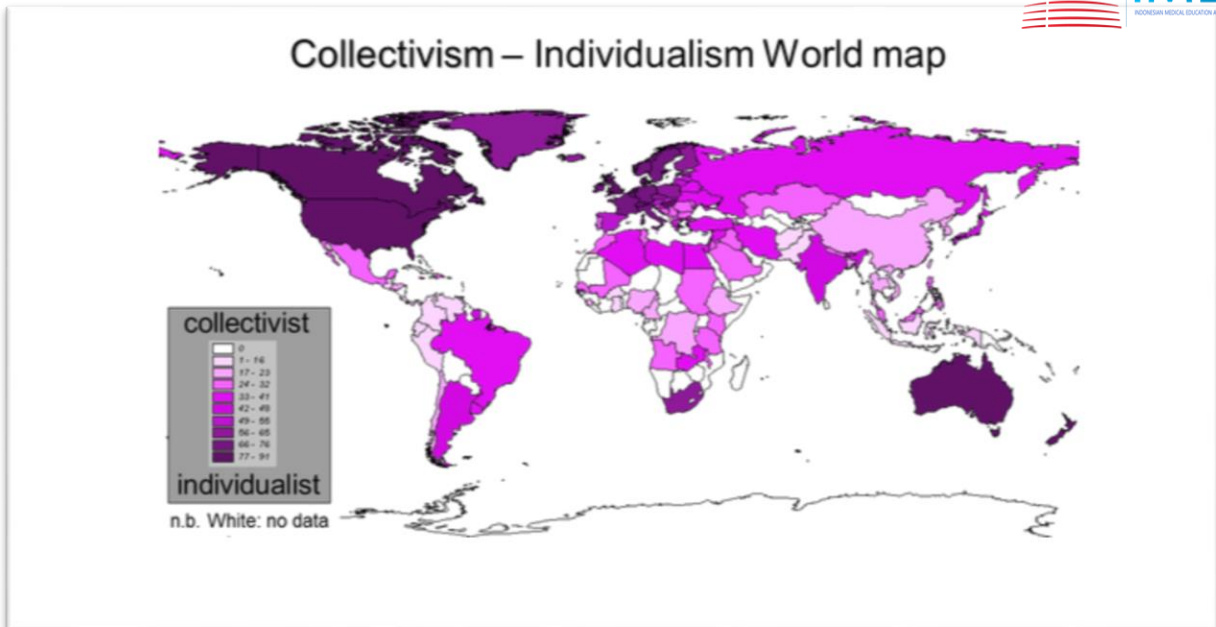
Power distance

Femininity vs masculinity

Uncertainty avoidance

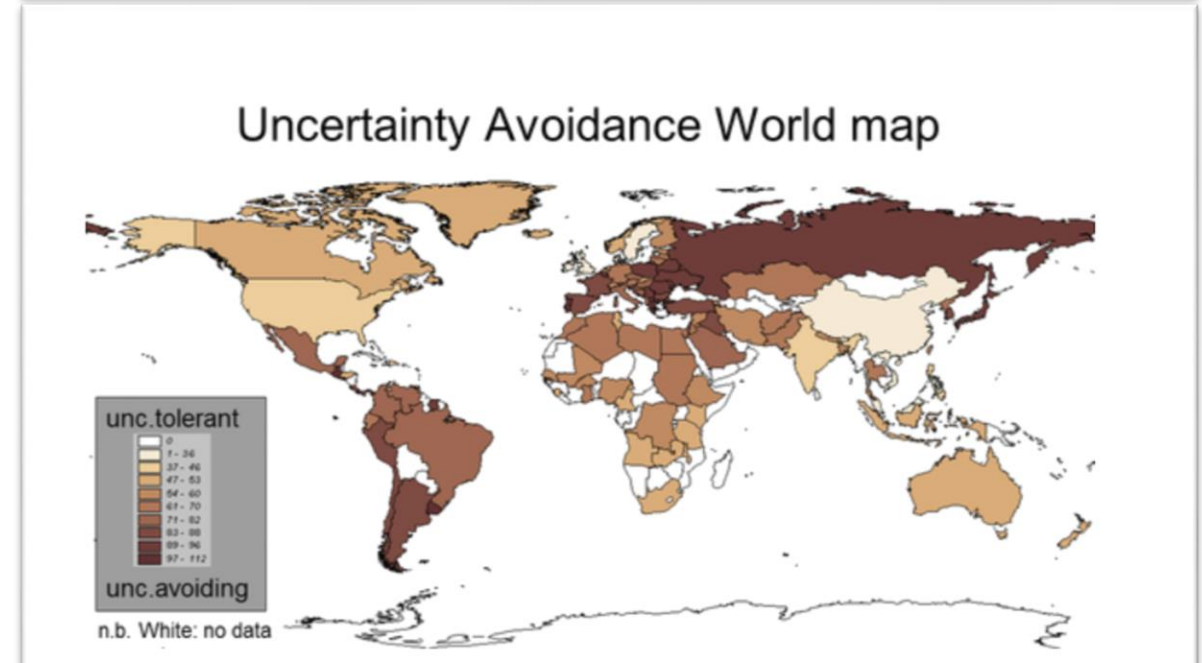
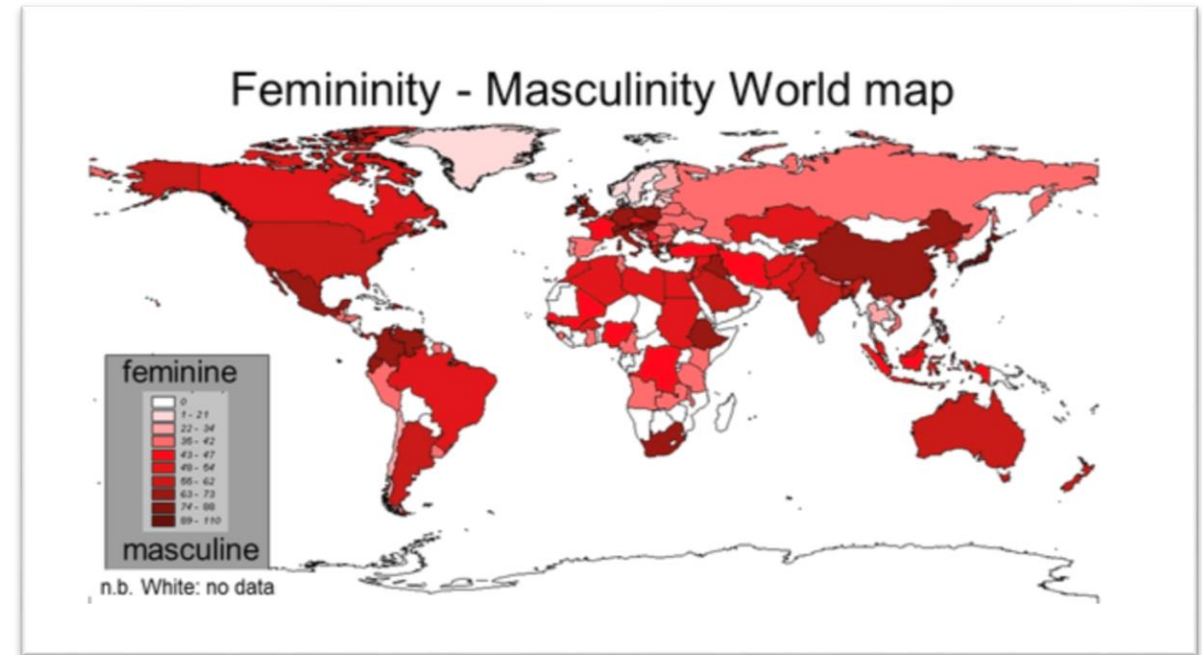
Short-term orientation vs long term orientation

Indulgence vs restraint

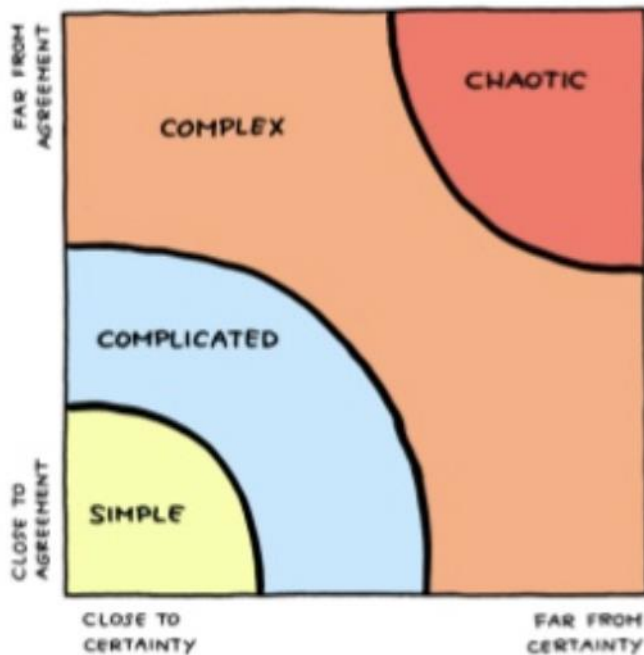


The 6 dimension model of national culture

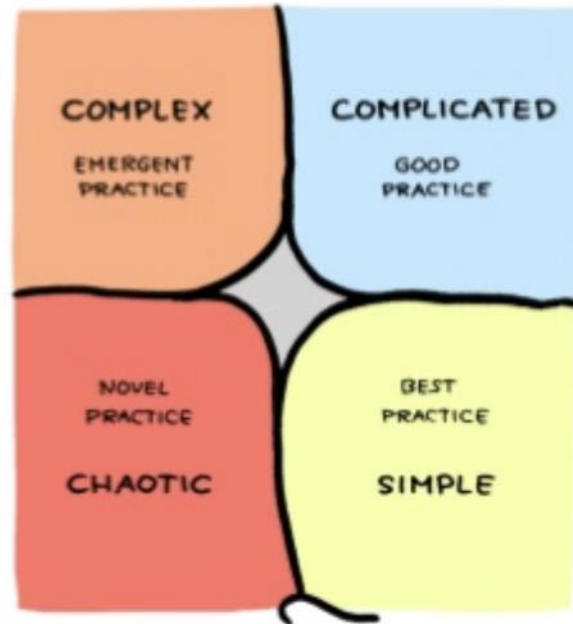
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- Uncertainty avoidance
- Short-term orientation vs long term orientation
- Indulgence vs restraint



Back to this



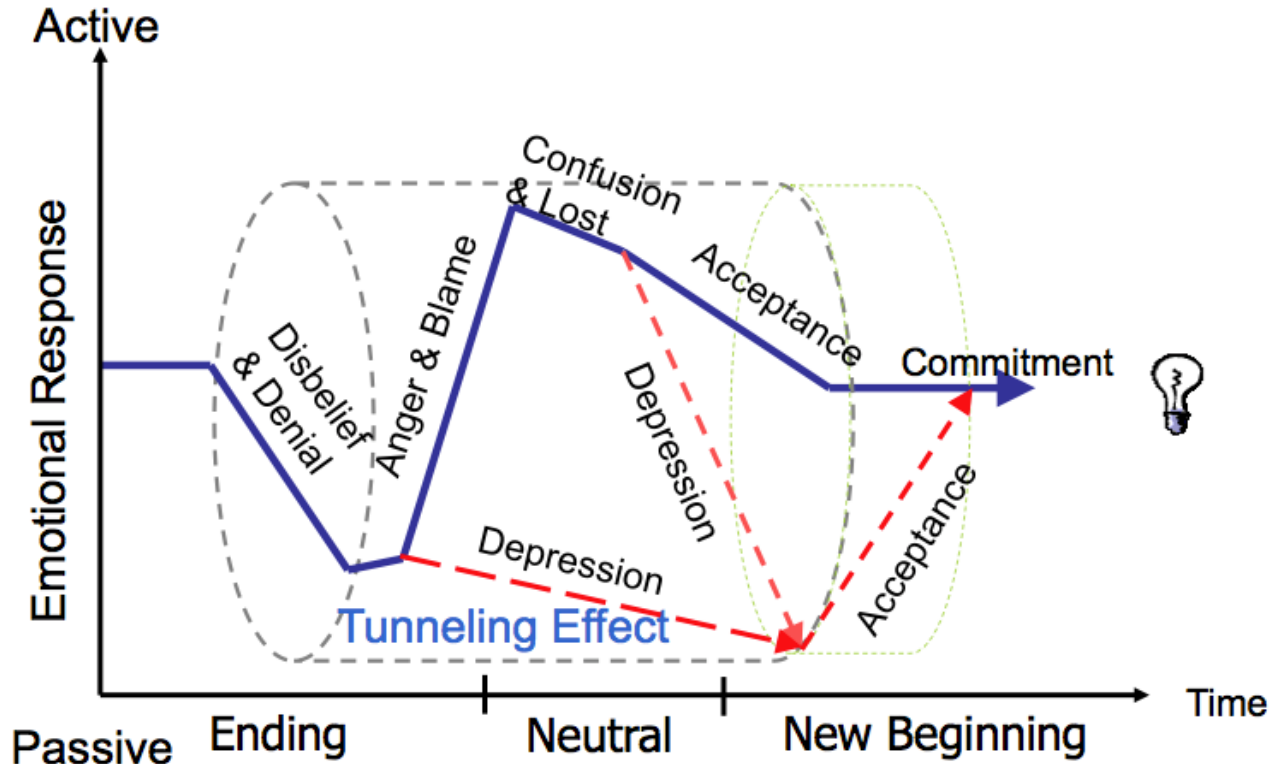
Ralph Stacey



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HOW ARE WE GOING TO DEAL WITH A LOT OF UNCERTAINTIES?



Bridges' Transition Model (1991)

A lot of uncertainties

- Longer anxiety, longer phase of confusion and lost?
- UNCERTAINTY AVOIDANCE?

Need of guidance

- Challenge: not everything in the current situation has clear cut solutions (i.e complexity)
- The role of leadership and role models
- POWER DISTANCE?

Opportunities on co-creation & collaboration

- Faculty, students, staff support each other, even support larger community
- COLLECTIVISM?



Reflection#3
Change....Change....Change

Identify the purpose
and scope of change

Create the vision,
aligned to mission

Develop a strategy for
change involving key
stakeholders

Quick visible wins and
communication are
vital

Analyze the internal
environment and
culture

Consider the external
environment, cultural
contexts, and political
influences

Choose the right
combination of
approaches to change

Use project
management
techniques for
operational planning
and implementation

Acknowledge the
psychological impact of
change

Plan for transition and
loss of competence

Don't underestimate
the complexity

Celebrate success and
the shift from project to
"new reality"



Take home points

- Accepting that we cannot always understand what is happening. It's OK not to be OK.
- Managing our visions and further actions within THINGS WE CAN CONTROL.
- The rest is our chance to LEARN, to COLLABORATE, and to CHANGE.
- Shall we start to ask: WHAT HAVE WE DONE SO FAR? WHAT HAVE WE LEARNED?



Thank you

ardi.findyartini@ui.ac.id
findyartini@yahoo.com

 findyartini

 findyartini

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