THE LEARN MODEL

LISTEN
• Listen to the words and intention.
• Show that you are paying attention using words or body language.

EXPLAIN
• Explain what you have heard.
• Repeat in your own words to confirm.

ACKNOWLEDGE
• Acknowledge the message and feedback being conveyed.

RECOMMEND
• Recommend a course of action or a solution.

NEGOTIATE
• Find a course of action everyone agrees on.
• Continue the LEARN process if needed.

COMMUNICATION STYLES

SENSORS

+ POSITIVES
• Resourceful and determined
• Overcome obstacles and get things done
• Make decisions quickly and based on experience

– NEGATIVES
• Can be impulsive, competitive, and impatient
• Disregard long-term consequences
• May alienate others

INTUITORS

+ POSITIVES
• Visionary
• Fast, deep thinkers with strong imagination
• Thorough in their questioning and problem solving
• Anticipate or ‘know’ before others
• Excel with imaginative tasks and long-term view

– NEGATIVES
• Absentminded
• Not detail-oriented
• May be seen as arrogant or condescending
COMMUNICATION STYLES (Continued)

THINKERS

+ POSITIVES
• Steady and persistent
• Rely on observation and rational principles in decision-making
• Skeptical towards new findings and engage in heavy analysis
• Question initial reactions (own and others)
• Excel in executing logical, painstaking, and profitable projects

– NEGATIVES
• Overly cautious and slow
• Struggle with the big picture
• Get stuck adhering to policies and details
• Overcritical of others
• Lack emotionalism
• Neglect to give positive feedback

FEELERS

+ POSITIVES
• In touch with their feelings and motives and needs and wants of others
• Possess an innate ability to solve complex emotional problems
• Empathetic, team driven
• Excel at building rapport and communicate tactfully

– NEGATIVES
• Overly personalize situations
• Relationships cloud their judgment
• Overlook important details

FEEDBACK

For feedback to be effective, it should be:

TIMELY
Give feedback sooner than later.

SPECIFIC AND DETAILED
Give clear instructions of what needs to be rectified and suggest solutions.

BEHAVIOR-BASED
Feedback should be about observed behavior and not assumptions or interpretations of the behavior.

MANAGEABLE
Do not overwhelm the person with too much information and provide realistic solutions.
FEEDBACK (Continued)
When receiving feedback be:

- **RECEPTIVE**
  - Be open to listening and ask questions or ask for examples if you don’t understand.

- **INQUISITIVE**
  - When necessary, ask probing questions for details.

- **REFLECTIVE**
  - Repeat back what was said to make sure you understood it.

- **RESPECTFUL**
  - Accept constructive criticism and don’t be resentful.

BARRIERS TO COMMUNICATION

- Personal attitudes and differences in opinion
- Cultural and language differences
- Lack of attention

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