**Art of Collaboration Module Summary**

Considerations from the AMA *Medical Student Leadership Learning Series*

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**BE A ROLE MODEL**

- Respect team members and their contributions
- Demonstrate the behavior of a role model
- Teach and being open to learning
- Give and accept constructive feedback
- Take an initiative to fill knowledge and skill gaps

**REMOVING BARRIERS AND IMPROVING COLLABORATION**

<table>
<thead>
<tr>
<th>BARRIER</th>
<th>SOLUTION</th>
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<tbody>
<tr>
<td>No Goals</td>
<td>IDENTIFY GOALS</td>
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<td></td>
<td>• Identify clear goals.</td>
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<td></td>
<td>• Set timelines.</td>
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<tr>
<td>Lack of Communication</td>
<td>COMMUNICATE</td>
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<td></td>
<td>• Have open and clear communication.</td>
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<td></td>
<td>• Communicate roles and responsibilities, and process.</td>
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<td>Clash of Personalities</td>
<td>UNDERSTAND INDIVIDUALS</td>
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<td>• Understand each member is an individual.</td>
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<td>• Develop cultural competency.</td>
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*NOTE: Just because a person comes from a different culture does not mean they adhere to a stereotypical pattern of behavior.*

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<thead>
<tr>
<th>Issues in Leadership</th>
<th>PROVIDE STRONG LEADERSHIP</th>
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<td></td>
<td>• Manage and allocate resources.</td>
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<td>• Listen to and encourage team members.</td>
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<td>• Facilitate open communication.</td>
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<td>• Help resolve conflicts.</td>
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<td>• Model effective behavior and teamwork.</td>
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THE LEARN MODEL

Good communication enhances collaboration. Following the LEARN model is a great way to remember the key points of good communication.

LISTEN
- Listen to the team.
- Give your full attention.
- Understand their reasons.

EXPLAIN
- Explain what you have heard.
- Repeat it in your own words.

ACKNOWLEDGE
- Acknowledge what was said.
- Assure them the feedback was received.

RECOMMEND
- Recommend a course of action/solution.

NEGOTIATE
- Find a course of action everyone agrees on.

STRATEGIES TO RESOLVE CONFLICT

Teams are bound to run into conflict when collaborating. Follow these strategies to resolve the conflict.

LISTEN BEFORE YOU SPEAK
- Take a step back and listen.
- Look beyond the attack and understand the reason.
- Resist the urge to attack back.
- Look at the facts.
- Do not assign blame.
- Share your expectations and ideas.
- Empathize and learn their perspective.

LOOK FOR THE BEST
- Look for the best in the situation instead of wishing it away.
- Be curious about the conflict and what you may have missed seeing.
- Take a step back if things are getting worse.

LEARN AND PLAN
- Learn what the real problem is and what solutions can be used.
- Be clear about the solution and how you plan to execute it.
- Plan for future conflicts and how to resolve them.