

Get to Know Your Advisor

The purpose of this document is to provide an outline for initial discussion between staff liaison and advisor or PaCER, to ensure a positive and successful experience while orientating to the advisor role and the SCNs.

- 1. Tell each other about yourself, your background and patient experience**
 - a. Describe who you are and what makes you passionate about the area
 - b. What knowledge / experience do you bring to the SCN?
- 2. Discuss your communication style**
 - a. What is your preferred method of communication (verbal, written)?
 - b. How frequent should communication be?
 - c. Are you outgoing / outspoken or more introverted / quiet / reserved?
- 3. Discuss how each of you prefer to give and receive feedback**
 - a. When giving feedback, do you tend to be direct and provide the feedback 'in the moment' regardless of where you are and who is around? Or do you prefer to watch and observe and then talk to the person in private after the situation is over?
 - b. When receiving feedback, do you like to receive feedback 'on the spot' and 'in the moment' regardless of who is around? Or do you prefer to be given feedback in private, without other colleagues / advisors around?
 - c. Do you prefer to give / receive feedback verbal or in writing?
 - d. Do you prefer to have a set time each day when you can ask questions, and give / receive feedback? Or do you prefer to take a more informal approach and ask questions and discuss things 'on the fly'?
- 4. Discuss how you tend to deal with conflict, if it arises**
 - a. Do you tend to avoid conflict at all costs? Why?
 - b. Do you tend to get into a lot of conflict with others? Why?
 - c. If you are feeling upset / angry / frustrated, come up with a plan for how this will be communicated with each other in a respectful way so that a professional working relationship is maintained
- 5. Discuss preference for organization / structure**
 - a. Are you an organized person who likes things to be planned out and structured? Or do you prefer to 'go with the flow' and you thrive in a more relaxed, unstructured setting?
 - b. If you differ in this regard, discuss how you will work through this (how can you compromise and have some structure / organization, but not too much)?



6. Is there anything else you want to discuss with each other to try to ensure a successful partnership?

Reminders:

- If any issues / concerns arise, talk to each other first and see if you can work them out
- Feel free to involve the patient engagement consultants as a resource to help you both
- Remember to agree on a time to connect over coffee and also for the advisor to become orientate to the specific SCN work
- Remember to schedule a time after coffee to meet before and after the first meeting to discuss what went well and what could have gone better