

Communication Skills Promote Compliant Outcomes

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Overview

One of the most important skills for the new quality assurance professional is communication. Regardless of the validity or criticality of a finding, poor communication can lead to stonewalling or pushback from scientific staff. This poster will outline some of the ways to build a positive relationship with scientific staff while still addressing non-compliant scenarios, including asking questions, textual tact, face-to-face discussion, and teambuilding. Maintaining a supportive rather than adversarial relationship between scientific staff and quality assurance not only decreases stress, but increases data integrity, as non-compliances can be communicated and addressed promptly and fully.