

## Compliance Today – May 2023



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### Conversation traps

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by Kelly M. Willenberg, DBA, RN, CCRP, CHRC, CHC

As compliance officers in research, sometimes we must choose our words wisely. Keeping open dialogue by putting things into context takes effort and empathy. By assuming others know what you are talking about may have people scratching their heads. Making a statement or taking one out of context impedes communication. The Collins English Dictionary defines out of context as a “statement or remark where in the circumstances in which it was said are not correctly reported, so that it seems to mean something different from the meaning that was intended.”<sup>[1]</sup>

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