

HIGH RELIABILITY RELATIONSHIP SKILLS #2

INTRODUCE USING PREFERRED NAMES AND EXPLAIN ROLES



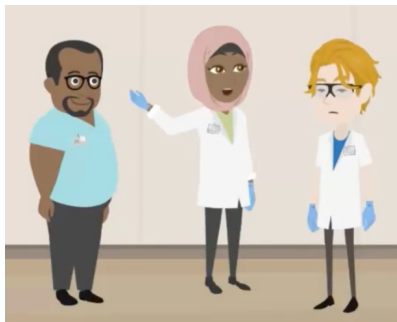
This skill is moving beyond acknowledgment and into engaging with others. By introducing others, a common ground is created and everyone involved in the interaction knows who is present. Introducing yourself and others invites everyone to be on the same team and helps foster inclusion and familiarity.



80% of organizational problems are due to poor relationships



This is Rick. He is the unit leader for 11W.



Tips on how to use this skill in daily interactions:

- Introduce team members as they arrive and explain their roles.
- Using first names creates familiarity which increases frequency of communication.
- Introducing team members — especially to patients and family — helps them to learn our names and invites them into our team

WHAT MORE CAN YOU DO TO BE YOUR BEST?

For first introductions - Use title and full name. Explain their role, and then give the preferred name. For example, “this is Doctor Ashby, he prefers to go by his middle name, John.”

For patients/families — Use titles and full names more often than when working in teams. This helps patients/families learn full names and understand roles. Then use preferred names in passing preferences. For example, “Mr. Smith, this is Doctor Ashby, your doctor. John, do we have the results of the CT scan of the head?”

Respond to those who use your title and full name out of respect with a sincere response such as “please call me John.”