

RELATIONSHIP SKILLS



SAFE. RELIABLE. TOGETHER.

HIGH RELIABILITY

SMILE AND GREET OTHERS & SAY HELLO

**INTRODUCE USING PREFERRED NAMES AND
EXPLAIN ROLES**

**LISTEN WITH EMPATHY AND AN INTENT TO
UNDERSTAND**

**COMMUNICATE THE GOOD INTENTIONS OF
YOUR ACTIONS**

**PROVIDE THE OPPORTUNITY FOR OTHERS TO
ASK QUESTIONS**



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SMILE AND GREET OTHERS & SAY HELLO

How to smile with a mask:

Wave

Give a head nod

Elbow Tap

Thumbs Up





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INTRODUCE USING PREFERRED NAMES AND EXPLAIN ROLES



Your Name: Sandra Safe

Your Preferred Name: Sandy Safe

"Hi. I'm Sandy Safe. I'm the Chief Smiling and Safety Officer at Michigan Medicine. It's very nice to meet you."

"Please call me Sandy..."

"I prefer to go by Sandy."



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LISTEN WITH EMPATHY AND AN INTENT TO UNDERSTAND



- Take time to listen. Be present in the moment.
- Pay attention to body language.
- Repeat a phrase for understanding.

*I understand what you are saying
and how you feel about it...*



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COMMUNICATE THE GOOD INTENTIONS OF YOUR ACTIONS

- Explain exactly what you are doing before you do it.
- Explain how your action will benefit the other person and contribute to attaining shared goals.
- Use inclusive words such as us and we instead of you, I or me, and they or them.

*"I have the information we need on my computer.
I will look it up for you now so we can discuss it."*



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PROVIDE THE OPPORTUNITY FOR OTHERS TO ASK QUESTIONS

Is there something I can explain further?

What do you think?

Do you have any questions?

Is there anything I can help you with?





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MICHIGAN MEDICINE SAFETY PROMISE

***Our** promise to patients, families, and employees: Your safety is our most important priority.*

***We** are open and transparent about errors, and will stand up for those who speak up.*

***We** are accountable for our actions.*

***We** learn from our errors without blame.*

***We** do not tolerate reckless or disrespectful behavior.*





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SMILE & DIAL

- *When answering the phone or making a phone call, be sure to smile.*
- *The tone of your voice changes when you smile.*
- *Your mood sets the tone for the call.*



Use phrases such as:

Good morning

I'm happy to help

Good afternoon

Thank you for calling

