

# HIGH RELIABILITY RELATIONSHIP SKILLS #1

## SMILE AND GREET OTHERS, SAY HELLO



This skill is about acknowledging each other as people and creating a welcoming atmosphere where people feel seen and included. Saying "Hello" or a similar greeting can spark a connection with another person. And people are more likely to speak up for safety when they feel connected.

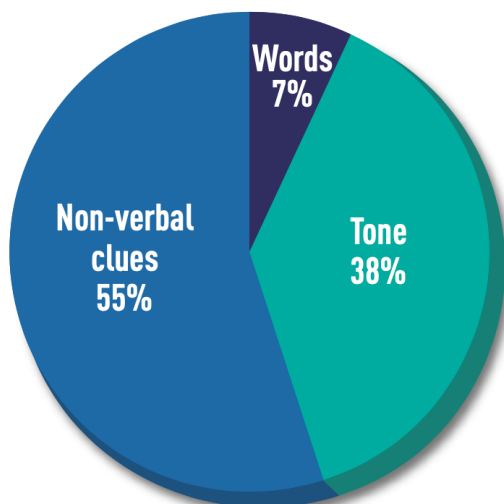


### HOW TO SMILE WITH A MASK:

- WAVE
- GIVE A HEAD NOD
- ELBOW TAP
- THUMBS UP



**% Attention Receiver Pays to Sender Message**



Smile and say "hello" when you meet team members, patients/families. You can also alternate greetings such as "Good morning" or "How are you today?"

*Tip: Staying two emotional notches higher than the other person can be uplifting for them and for you.*

### WHAT MORE CAN YOU DO TO BE YOUR BEST?

**Lead with your heart.** When you face another person and stick out your heart — your arms open slightly creating more open body language. (You also stand-up straighter.)

**Sit down and listen.** Studies with patients and family show that providers who sit at the bedside make a more caring impression. Patients/families over-estimate the duration of the communication — they think you were there longer.

**Empathy is identifying with another person's feelings.** Short verbal affirmations are best — such as "yes" and "I see." Do not tell others you know how they feel.

