

**Speaking Up & Listening Skills Strategies for Interprofessional Teams
(Developed with UW Medicine Patient Safety and Innovations Program Funding)**

Speaking Up Strategies	Definition	Examples
Consideration	Demonstrate respect for the other persons' time or task load before delivering concerns around patient care.	<ul style="list-style-type: none"> ▪ I can see you are quite busy, I can help with X so you can do Y. ▪ Can I have a moment of your time?
Empathy	Express understanding of emotional cues via statements of appreciation, perspective taking, and partnership building.	<ul style="list-style-type: none"> ▪ I understand your frustration. ▪ I can see you want to do the right thing. ▪ Let's see if we can think about alternatives together.
Curiosity	Express a genuine desire to understand more about the other person's point of view.	<ul style="list-style-type: none"> ▪ I'm curious... ▪ I'm wondering... ▪ Can you tell me more about XYZ?
Start questions with What or How	Open questions with "What" or "How" instead of "Why" or "Who" to help the listener engage in reasoning, and decision making, action taking.	<ul style="list-style-type: none"> ▪ What are the important parts of the plan? ▪ What led you to this conclusion? ▪ How can we accomplish XYZ?
Encourage other's opinions	Express words of encouragement for the other person to elaborate on their thoughts or suggest alternatives.	<ul style="list-style-type: none"> ▪ Let's loop in XYZ. ▪ Who else can we talk to for more information? ▪ I would love to hear more about what you have in mind.
Brainstorm solutions	Use open-ended exploratory statements to create problem solving options. Focus is on coming up with ideas, paths forward, solutions, compromises.	<ul style="list-style-type: none"> ▪ What have we tried in the past? ▪ What ideas do you have? ▪ What should we do?

Listening Strategies	Definition	Examples
Express gratitude/acknowledge courage	State words of appreciation for what the other person brought to your attention; Acknowledge that bringing up the issue might have been difficult for the other person.	<ul style="list-style-type: none"> ▪ Thank you for XYZ, I appreciate it. ▪ I understand why you brought this up. ▪ I am so glad you felt comfortable/able to raise this with me.
Suspend judgment	Use phrases that acknowledge the merit of the speaker's concern or question.	<ul style="list-style-type: none"> ▪ I hear your concern. ▪ That sounds like a reasonable option to me.
Neutralize language	Use phrases that de-escalate the situation and avoid the use of inflammatory terms, especially when referring to difficult patients.	<ul style="list-style-type: none"> ▪ You prefer to do XYZ (as opposed to "why are you wasting time trying to do XYZ"). ▪ The patient has indeed been a challenge (as opposed to "that patient was so rude").

Listening Strategies	Definition	Examples
Reflect the concerns/ feelings	Mirror other person's concern in a specific manner or acknowledge emotions in an empathetic manner.	<ul style="list-style-type: none"> ▪ I hear you are concerned that the patient may not be safely transported. ▪ I would be frustrated too if I were in your position.
Reframing	Address the needs and interests of the speaker in a manner that allows the team member to move forward.	<ul style="list-style-type: none"> ▪ Trying to multi-task is challenging and you wish to move forward with a prioritized list of tasks. ▪ Your goal is to provide both efficient and safe care.
Ask questions to deepen understanding and gather more information	Use open-ended questions to more deeply understand the situation or other person's point of view. Gather information before offering an opinion or judgment.	<ul style="list-style-type: none"> ▪ What do you think... ▪ Whose options should we consider... ▪ Given the competing priorities, how can we best move forward?
Discuss next steps	Provide follow-up instructions or suggestions to advance patient care actions.	<ul style="list-style-type: none"> ▪ Why don't I do x and you do Y? ▪ Why don't we ask x to follow up on y and in the meantime, we can do z.