

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

<b>Speaking Up Strategies</b>	<b>Definition</b>	<b>Examples</b>
Consideration	Demonstrate respect for the other persons' time or task load before delivering concerns around patient care.	<ul style="list-style-type: none"> <li>▪ I can see you are quite busy, I can help with X so you can do Y.</li> <li>▪ Can I have a moment of your time?</li> </ul>
Empathy	Express understanding of emotional cues via statements of appreciation, perspective taking, and partnership building.	<ul style="list-style-type: none"> <li>▪ I understand your frustration.</li> <li>▪ I can see you want to do the right thing.</li> <li>▪ Let's see if we can think about alternatives together.</li> </ul>
Curiosity	Express a genuine desire to understand more about the other person's point of view.	<ul style="list-style-type: none"> <li>▪ I'm curious...</li> <li>▪ I'm wondering...</li> <li>▪ Can you tell me more about XYZ?</li> </ul>
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"> <li>▪ What are the important parts of the plan?</li> <li>▪ What led you to this conclusion?</li> <li>▪ How can we accomplish XYZ?</li> </ul>
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"> <li>▪ Let's loop in XYZ.</li> <li>▪ Who else can we talk to for more information?</li> <li>▪ I would love to hear more about what you have in mind.</li> </ul>
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"> <li>▪ What have we tried in the past?</li> <li>▪ What ideas do you have?</li> <li>▪ What should we do?</li> </ul>

<b>Listening Strategies</b>	<b>Definition</b>	<b>Examples</b>
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"> <li>▪ Thank you for XYZ, I appreciate it.</li> <li>▪ I understand why you brought this up.</li> <li>▪ I am so glad you felt comfortable/able to raise this with me.</li> </ul>
Suspend judgment	Use phrases that acknowledge the merit of the speaker's concern or question.	<ul style="list-style-type: none"> <li>▪ I hear your concern.</li> <li>▪ That sounds like a reasonable option to me.</li> </ul>
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"> <li>▪ You prefer to do XYZ (as opposed to "why are you wasting time trying to do XYZ").</li> <li>▪ The patient has indeed been a challenge (as opposed to "that patient was so rude").</li> </ul>
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"> <li>▪ I hear you are concerned that the patient may not be safely transported.</li> <li>▪ I would be frustrated too if I were in your position.</li> </ul>

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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"> <li>▪ Trying to multi-task is challenging and you wish to move forward with a prioritized list of tasks.</li> <li>▪ Your goal is to provide both efficient and safe care.</li> </ul>
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"> <li>▪ What do you think...</li> <li>▪ Whose options should we consider...</li> <li>▪ Given the competing priorities, how can we best move forward?</li> </ul>
Discuss next steps	Provide follow-up instructions or suggestions to advance patient care actions.	<ul style="list-style-type: none"> <li>▪ Why don't I do x and you do Y?</li> <li>▪ Why don't we ask x to follow up on y and in the meantime, we can do z.</li> </ul>