

# Communication **TIPS** for Earning a **WIN**

When it comes to dialysis, you might think you know best. The truth is, you do! Both staff and patients are experts in different parts of the dialysis plan of care (POC). But no one has the right answer about everything, and trying to prove someone else is wrong just to feel “right” isn’t helpful to anyone. When you talk with someone, keep the goal of respecting the other person’s point of view in mind. Remember:



**We’re all on the same team!**



## **Rules in the playbook:**

1. **Level the playing field.** Communication is better when staff and patients see eye-to-eye. When you are talking to each other, don’t stand over someone; it can make you seem intimidating.
2. **Take a time-out.** When you are listening, listen fully. Don’t react or interrupt. It’s easy to get excited and want to respond, but take the time to listen. Expect the same respect when you are speaking.
3. **The professional is the coach and the patient is the most valuable player (MVP).** The job of the coach is to advise on best strategies. Coaches, remember that the patient is doing his or her best.
4. **Every team needs a coach.** MVPs, remember that what staff are telling you comes from a place of trying to help. They want you to do your best on dialysis.
5. **Be a cheerleader.** Encourage one another to listen as much as you speak. Focus on positive messages. “Cheer” when communication is successful. A “Way to go!” is appreciated when we feel we’ve been heard by the person we are speaking to and when we have listened without judgement to someone else.

To file a grievance about your dialysis facility, contact Network 15 at 1.800.783.8818.