Huddle Up
Communication Series #5

Showing respect is a key piece to effective communication. Here are some quick tips to review to make sure you are communicating respectfully.

Recognize that people are different from you and each other.

Be mindful of their time. Avoid making someone wait.

Be aware of individual differences. It's important to take age, culture, religion, gender and emotional state into account.

Be attentive and acknowledge that you have heard them and when you will be able to address their concern. Do not ignore.

Know if the person prefers to be called by their first, last or nickname, and use the preferred method to address them.

Be polite and do not interrupt. Wait for others to finish speaking before sharing your own thoughts.

Nod, smile and respond in a manner that lets them know you are paying attention.

Genuinely encourage their ideas.

Make eye contact (see body language huddle).

Do not assume anything.

Show Respect

All patients have the right to be treated with respect and dignity. We all have our own ways of defining respect and expressing respect for others.

It is important to keep in mind that each patient is an individual that has a life outside of dialysis, a history before dialysis and an experience with healthcare that should be recognized and valued.

All of this impacts their interactions and expectations for how professionals should treat them.

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