



STAY CURIOUS, LISTEN WITH HEART, SPEAK WITH COMPASSION

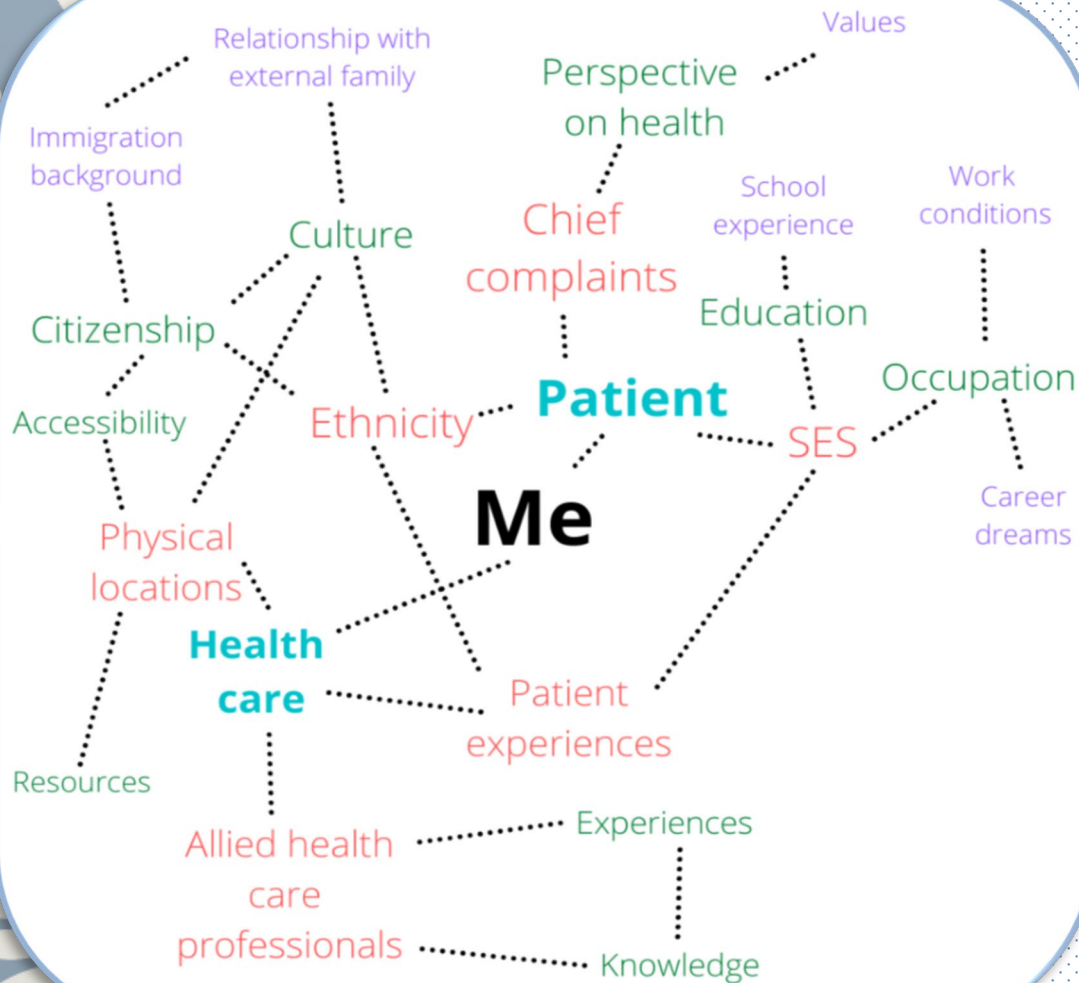
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Medicine

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Nursing

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STAY CURIOUS



Be on your 'Learning Edge'

- There is and will always be a lot we do not know!

No Two People are the Same

- Each piece of information can be unique based on many different factors
- Stay open-minded (to a different perspective)

Inspires Innovation

- As health care professionals, curiosity → individualized care + solutions to healthcare problems

LISTEN WITH



•Empathize

- Show compassion for the person across from you

•Active Listening

- What is important to the client?
- What are their needs and wishes?

•Build connection and trust

- Communication is a two-way street
- *“Meet them where they are at”*

SPEAK WITH

ASSIST



Compassion art by: Sami Viljanto

Choices of words **DO MATTER**

- Be professional but use layman language
- Watch our tones and body language

Individualization with **RESPECT**

- Respect cultural differences
- Avoid assumptions based on stereotypes

Speak to Care

- Words of affirmation
- Clarity in communication