

Clinic 2: Align To Build Trust and Confidence

Instructions: Please complete this Prework and bring it to VOICE Clinic 2. You may wish to meet with your VOICE Learning Partner to review and complete this Prework together.

In Clinic 1, you committed to Own Each Patient's Experience by sharing VOICES to meet TRU Needs.

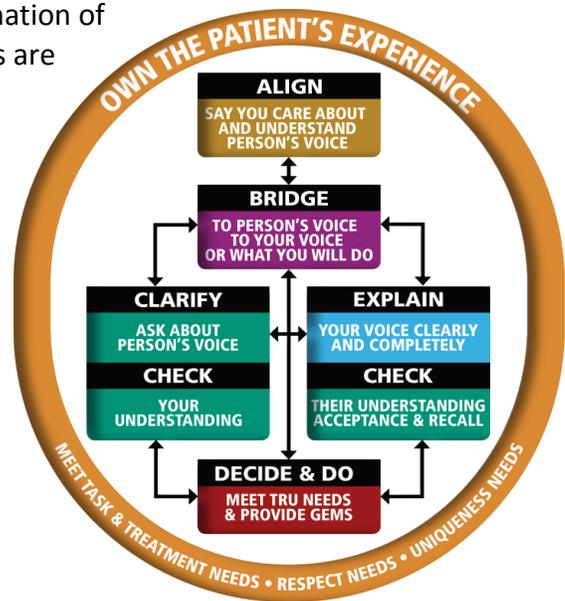
In Clinic 2, you will Align with others to build their trust and confidence in you.

The Five Master Skills

Every skill in the VOICE Clinics is a variation or a combination of the Five Master Skills to the right. The Five Master Skills are the building blocks of all interpersonal communication.

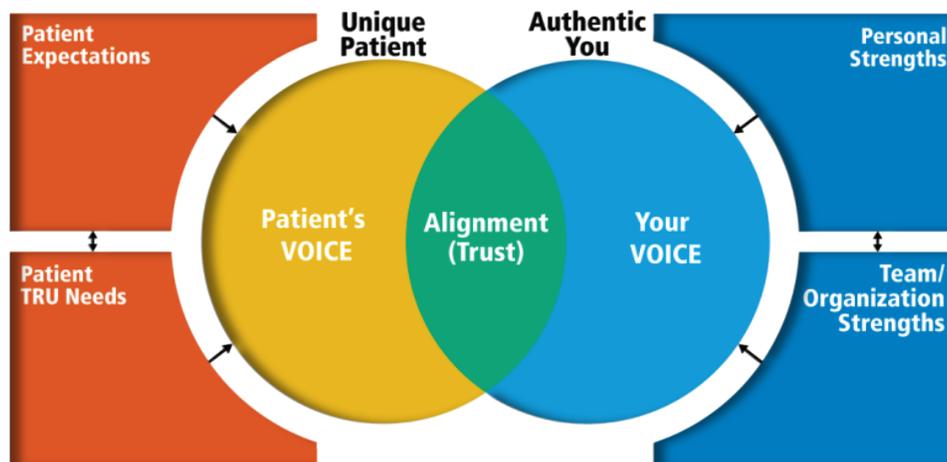
Variations of each Master Skill include:

1. **Align:** welcome, assure, agree, praise, empathize
2. **Bridge:** orient, transition, handoff, summarize
3. **Clarify & Check:** ask, probe, identify, confirm
4. **Explain:** describe, inform, instruct, express
5. **Decide & Do:** choose, agree on, act, treat, fulfill



Align: Your first and most important skill

Begin and end interactions by Aligning to build and maintain the trust and confidence of others.



Variations of Aligning



Aligning shows respect, creates comfort, builds trust, encourages expression, spreads warmth, calms worries, defuses anger, shows listening, demonstrates ownership, instills confidence, creates hope, and allows reconciliation.

Prework #1: Underline the sample phrases below that you feel comfortable saying.

Ways to Align Sample phrases

Greet kindly	<i>Welcome to... Thank you for calling... Good morning, Mr. Jones.</i>
Express gladness	<i>It's good to see you. I'm glad to hear that. It's my pleasure. You're welcome.</i>
Assure	<i>I'll take care of it right away. I'd be happy to do that. Certainly.</i>
Apologize	<i>I'm sorry for the long wait. I apologize for the inconvenience.</i>
Acknowledge	<i>I understand you'd like to stay longer. I hear what you're saying. I know.</i>
Appreciate	<i>Thank you for doing that. I appreciate your helping me. You're very helpful.</i>
Affirm	<i>It's helpful that you told me your concern. I'm glad we spoke about it.</i>
Agree	<i>That's a great point. I think you're right about that. Exactly!</i>
Empathize	<i>I understand how worried you are about this. I realize it's upsetting.</i>
Sympathize	<i>I'm sorry to hear that. That is unfortunate. I'm sorry to say....</i>
Encourage	<i>I strongly encourage you to do it. I know you can do it. Keep up the effort.</i>
Praise	<i>It's good that you're working hard at it. Great job on...You did well at...</i>
Value	<i>You are important to us. I care about you. Your health is important to us.</i>
Say a positive	<i>What I like about that idea is...That could help if...I'm sure you mean well...</i>

Prework #2: List three ways to Align in the left column below that you will practice between now and Clinic 2 (ex: Assure). Write one sample phrase for each of those three ways to Align.

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Tip: Practice Aligning as your first response with everyone (even family and friends), and see how they react to you. Become aware of the impact that Aligning has on others.

Bring your Participant Kit, Cue Cards, and this Prework. Plan to arrive 5-10 minutes before Clinic start time. Remember that you may not enter after start time. Clinics may go up to 1¼ hours. Be prepared to discuss your Aligning and its impact on others and on you.