



Respect *for* People

THE VIRGINIA MASON EXPERIENCE: PATIENTS & FAMILIES, TEAM MEMBERS, COMMUNITY

Our Foundational Behaviors

We all have a role in sustaining a community where everyone feels valued, included and respected.



1 | Be a team player

Working together collaboratively creates an environment where everyone feels engaged. Ask others how you can be helpful. If issues come up, trust that people mean well, and share timely, specific and caring feedback with each other.



2 | Listen to understand

Listening well shows people that you are giving them your full attention. Ask questions if you don't understand what others are saying or how they feel. Be open and curious about ideas that are different from yours. Patience helps — interrupting may leave others feeling not heard.



3 | Share information

Sharing the information people need helps them feel prepared and included. As you do so, make room in the conversation for others to speak. Notice if you have a strong preference for or against something, and be open to other ways of looking at the situation.



4 | Keep your promises

Following through on commitments as soon as possible builds trust and lets others know you care. If you aren't able to keep your word, let others know right away.



5 | Speak up

Speaking up creates a safe environment for patients and team members. Enhance physical and emotional safety by sharing observations and concerns, listening and taking action when needed. Use "I" or "we" when sharing feedback; saying "you" may make others feel defensive.



6 | Connect with others

Smiling and making a personal connection help people feel comfortable interacting. Honoring differences and being kind build trust and a sense of safety. Engaging with others helps them feel included.



7 | Walk in their shoes

Seeking to understand various points-of-view and experiences can help patients, their families and team members feel valued. People may think or act in ways that are unfamiliar to you, and these are opportunities to learn from them. Consider how your actions affect others.



8 | Be encouraging

Giving encouragement shows you care about others' well-being. Notice and celebrate people's growth, effort and contributions whenever you can to inspire them and those around them. Vary your approach with each person to match the way they like to be treated.



9 | Express gratitude

Sharing a heartfelt, timely "thank you" can make others feel appreciated. Be sure to include everyone involved. Ask others how they like to receive thanks — publicly, in-person or privately with a note or via the team member Applause system.



10 | Grow and develop

Committing to personal development can help you gain new skills, knowledge and confidence. Sharing your expertise can help others grow, too. Seek and receive feedback openly to enhance your self-awareness and abilities.