



**C**REATE A CALM ENVIRONMENT



**O**PEN YOURSELF TO UNDERSTANDING OTHERS



**N**EED A NON-JUDGMENTAL APPROACH



**F**OCUS ON THE ISSUE



**L**OOK FOR SOLUTIONS



**I**MPLEMENT AGREEMENT



**C**ONTINUE TO COMMUNICATE



**T**AKE ANOTHER LOOK

**DECREASING  
CONFLICT**

**& BUILDING  
BRIDGES**

**D  
P  
C** DECREASING  
DIALYSIS  
PATIENT-  
PROVIDER  
CONFLICT

## **CREATE A CALM ENVIRONMENT**

“This is really a busy time for me right now because it is a change of shift. I need 20 minutes to finish what I am doing and then we can find a quiet and private place to discuss your concern.”

## **OPEN YOURSELF TO UNDERSTANDING OTHERS**

“I see that this issue is really upsetting you and I want to give you the chance to help me understand your point of view.”

## **NEED A NONJUDGMENTAL APPROACH**

“I am uncomfortable with the way you are talking to me right now. I would like for you to lower your voice and not swear at me so that we can discuss your concern in a reasonable manner.”

## **FOCUS ON THE ISSUE**

“When you first called me over you said you were mad about the placement of your needles. You have since mentioned other issues about the clinic that are making you unhappy. Let’s talk about the needle issue first and then we can discuss your other concerns.”

## **LOOK FOR SOLUTIONS**

“You have a valid complaint. Let’s think about some ideas for how to solve this problem and then we can present the ideas to the clinic administration for further discussion.”

## **IMPLEMENT AGREEMENT**

“I wanted to let you know that because of the discussion we had, we are going to change our clinic policy to help accommodate patients with transportation problems.”

## **CONTINUE TO COMMUNICATE**

“I know that when you first discussed this concern two weeks ago you thought all your suggestions should be implemented. But since that wasn’t possible I wanted to check back with you to see what your thoughts are about the changes that have been made.”

## **TAKE ANOTHER LOOK**

“That argument I had with Mr. Doe was really out of control. Do you think I might have caused part of the problem or do you think I could have handled it differently?”