## Explaining Your Positive Intent: Worksheet for Staff Practice

**Meeting Format**

**Purpose:** To engage your team in identifying statements of positive intent they can use regularly in situations they handle daily.

* Ask your staff (perhaps in pairs or small groups) to identify situations in which they would like to gain more cooperation than they currently get.
* Have them develop statements of positive intent that they can say to the customer in each situation.
* Have people share their proposed statements with the whole team and invite suggestions for fine-tuning.
* Run a rehearsal. Have pairs take turns reading and rereading each statement to another person several times---to make it much easier to do in the real situation.

*Explaining Your Positive Intent: Self-Check*

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| --- | --- | --- | --- | --- |
| **Do I express my positive intent to patients, families and coworkers? Do I…** | **Almost always** | **Usually** | **Occasionally** | **Hardly ever** |
| Get clear on why what I am about to do is in the person’s best interest? |  |  |  |  |
| Explain what I am going to do and then tell the person how it is for their sake? |  |  |  |  |
| (Open-ended) What am I explaining really well to my customers? What positive intent statement do I routinely use?(Open-ended) How can I be more effective in expressing my positive intent during difficult interactions or complaints? |

Source: *Physician Entrepreneurs:* *The Quality Patient Experience* by Wendy Leebov, 2008.