

Build & Maintain Trust with the Entire Care Team

As a member of the frontline team, you are adapting daily to situations that are often beyond your control. Use this guide to build alliances that will reduce your stress and provide a foundation for exceptional patient care.



Listen First

In our rush to handle a situation, we can miss valuable insights from our team members.

- Listen to understand. Repeat or clarify what you've heard, instead of immediately replying.
- Don't make assumptions without understanding the full picture

Show Respect & Support

Show loyalty by speaking up for your team members in a positive way.

- Sincerely thank others
- Take a moment to recognize the contributions of those around you



Be Honest & Transparent

You're being counted on to do your part and to speak up if you have concerns.

- Always be truthful, simple, and direct
- Never promise something you cannot deliver
- Proactively share information that others need to do their job



Adapted from **NCHARGE® Facilitating Interprofessional Teams**

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PURPOSE

Without mutual trust, team members easily lose focus on their common purpose. The result is energy wasted on being defensive or suspicious of others' intentions, leading to more stress and eroding communication.

Share this tool and use the discussion questions below with your team members to remind them that a strong support network is better for their own health and well-being and will ensure patients receive the best care possible.

HOW TO USE THIS TOOL

1. Share this tool individually or with your entire team. If used in a huddle or other team meeting, allow a few minutes to review the infographic.
2. Ask the individual or team members to think of a recent interaction they've had with someone from the frontline care team (not in their own department).
3. Use these questions to prompt discussion and reflection:
 - How did stress, anxiety, or fatigue affect your interaction with this person? How do you think it affected theirs?
 - How could you show support for this person using the tips from the infographic?
 - What other phrases, recommendations, or tips have you learned that could help with building and maintaining trust among all members of the frontline care team?