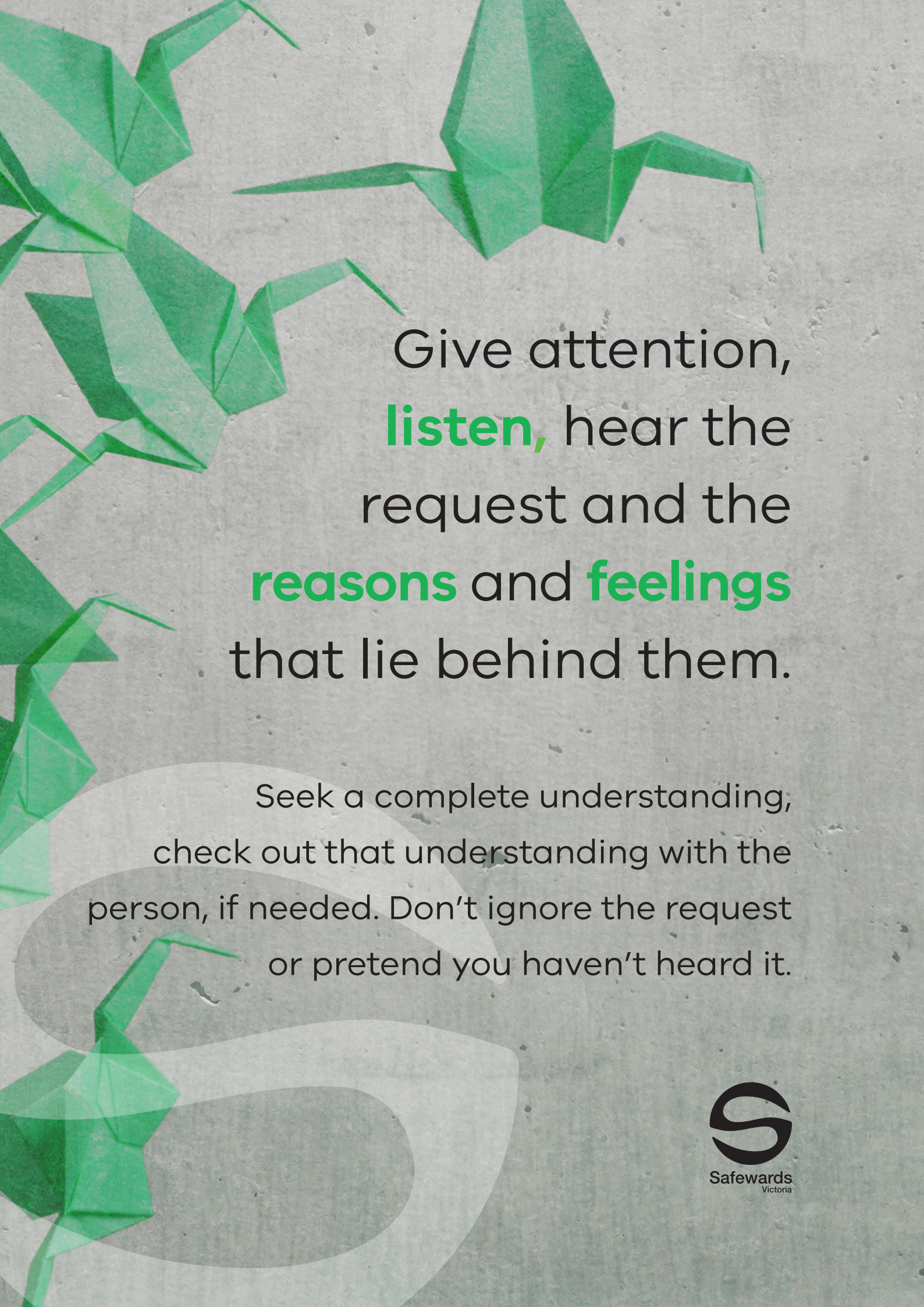


Be unfailingly,  
carefully **polite**  
and respectful – e.g.  
**please, thank you.**

Any lack of respect,  
real or unwittingly implied  
at these moments can turn  
a flashpoint into a crisis.




The background of the entire page is a light grey, textured surface. On the left side, there are several green origami crickets of various sizes, some overlapping each other. The crickets are made of folded paper and have a geometric, faceted appearance. The main text is centered on the right side of the page.

Give attention,  
**listen**, hear the  
request and the  
**reasons** and **feelings**  
that lie behind them.

Seek a complete understanding,  
check out that understanding with the  
person, if needed. Don't ignore the request  
or pretend you haven't heard it.

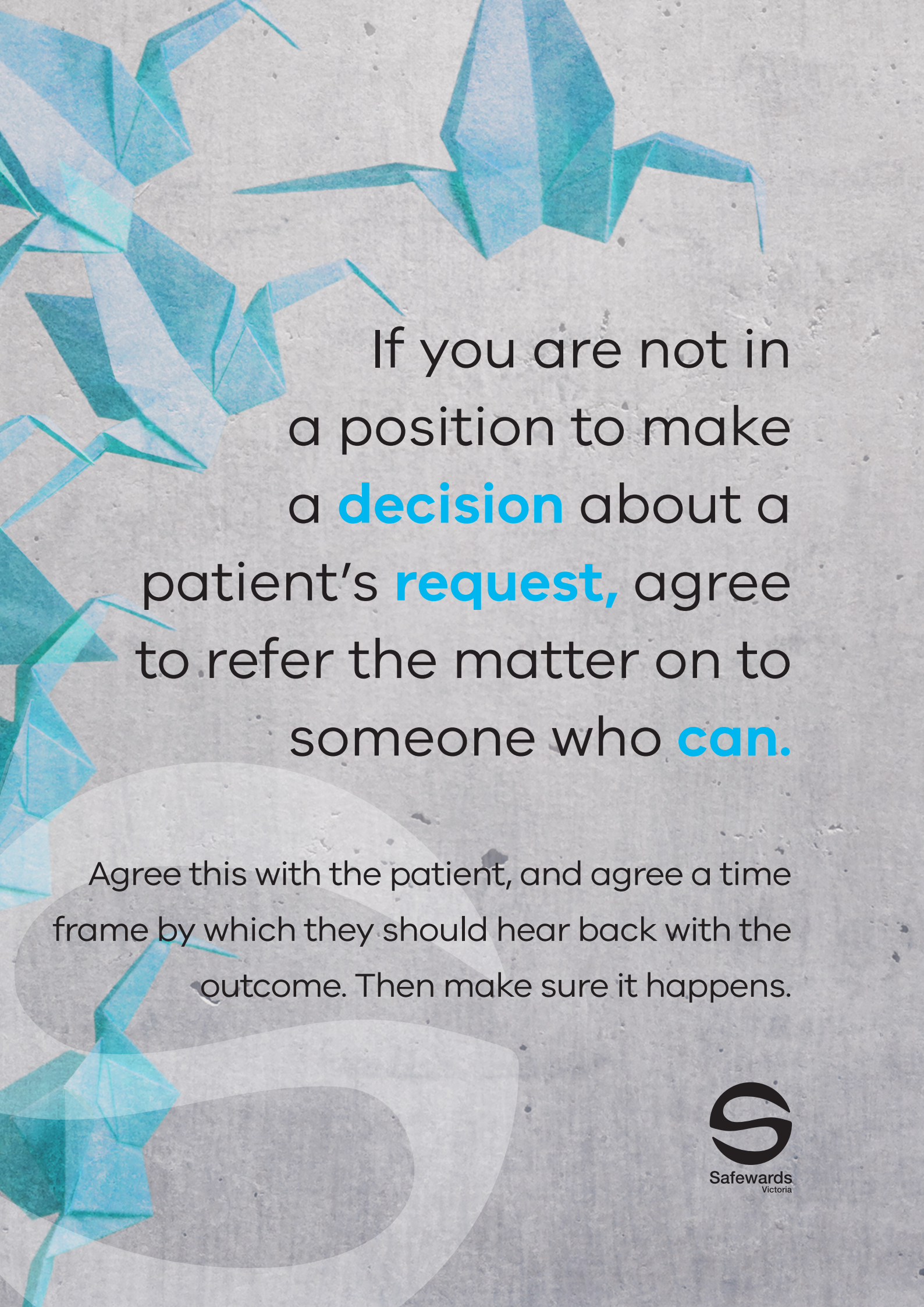




**First** reflex should  
be saying **'yes'**,  
not 'no'. Do you really  
need to say 'no'? Can  
you **justify** saying 'no'?

Is this something that with a bit  
of effort or work or checking,  
you could say 'yes' or at least  
a partial 'yes' to?




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If you are not in  
a position to make  
a **decision** about a  
patient's **request**, agree  
to refer the matter on to  
someone who **can.**


Agree this with the patient, and agree a time  
frame by which they should hear back with the  
outcome. Then make sure it happens.



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Explain in  
**detail** and with  
**good reasons**  
why you cannot give  
patients **exactly**  
what they want.

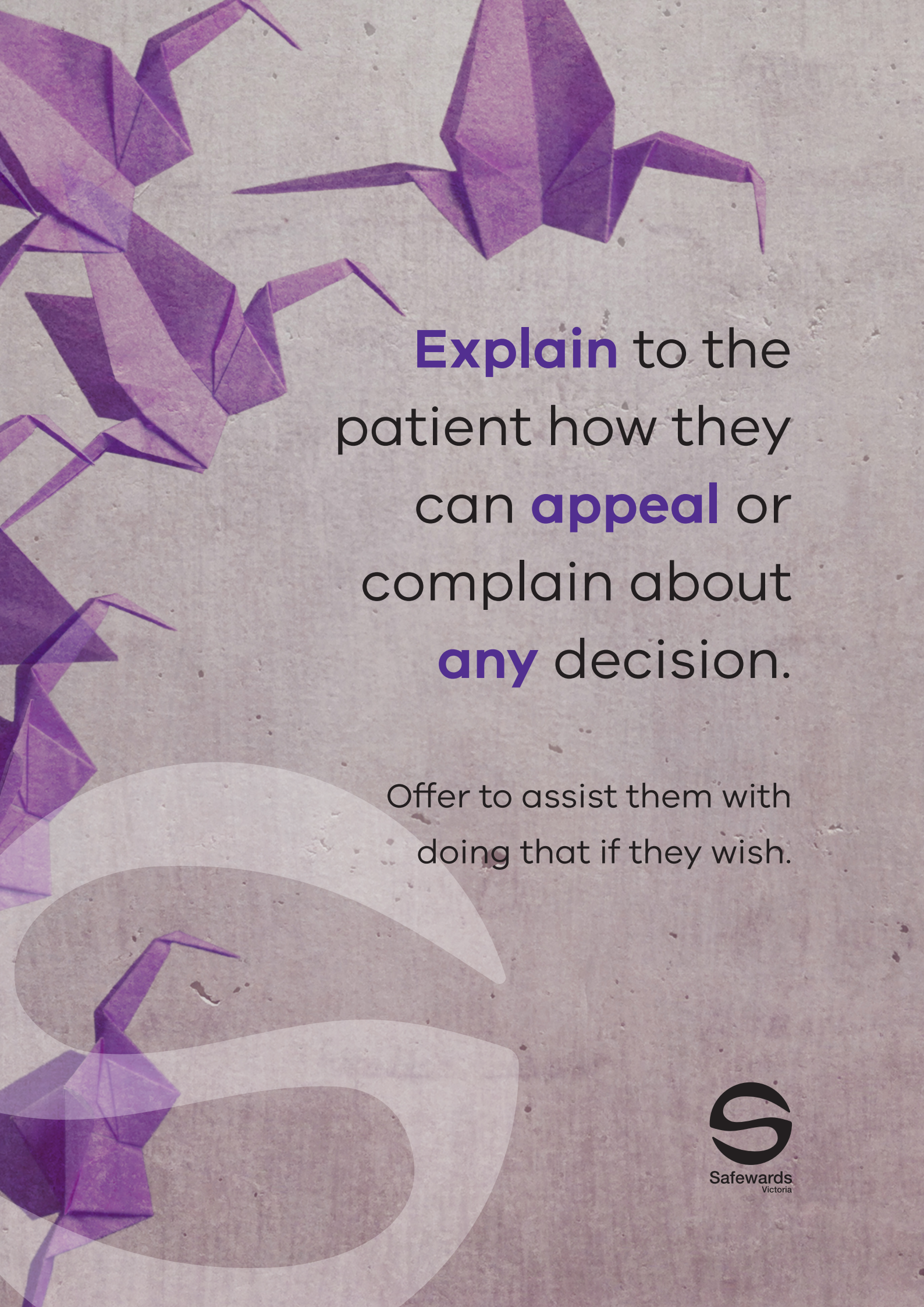


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Make  
**no promises**  
that you  
**can't keep.**

If you do make promises or commitments, make sure that they are fulfilled, or go back and explain why they can't be. Don't forget!




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**Explain** to the patient how they can **appeal** or complain about **any** decision.

Offer to assist them with doing that if they wish.




The background of the entire page is a textured, light grey surface. Scattered across the left and top portions are several blue origami crickets, some in various poses as if jumping or landing. The crickets are made of folded paper with sharp edges and distinct shadows.

Admit **fallibility**  
when you **ask**  
a patient to **stop**  
doing something.

Agree that you may be wrong,  
or that the constraints and  
rules might be stupid.



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Seek to  
**understand**  
behaviour and  
what **need**  
it **expresses.**

Offer to meet that need  
in a different way.





Be **flexible.**

It isn't always necessary  
for an individual to do exactly  
what you ask them to do.