

**Session 2: Managing Up**  
**Total Time: 25-60 Minutes**

<b>Time</b>	<b>Activity</b>
<b>5-10 Minutes</b>	<p><b>1. Review – Testimonials</b> <i>[Ask staff to share how and when they have been using AIDET since the last meeting. Pose the following questions:]</i></p> <ul style="list-style-type: none"><li>• How have you used AIDET since the last meeting?</li><li>• How have you seen coworkers use AIDET since the last meeting?</li></ul>
<b>5-15 Minutes</b>	<p><b>2. Discuss Managing Up</b> <i>[Explain the concept of Managing Up by reading the following information to your staff.]</i></p> <p>Managing up is positioning others in a positive light. It is a form of communication at all levels that aligns your skills and those of your coworkers, other departments, and physicians to the goals of your organization.</p> <p><i>[Next, use some or all of the below examples to depict how Managing Up is done.]</i></p> <ol style="list-style-type: none"><li>1. <i>[Managing Up Yourself]</i> “Good morning, Mrs. Smith. My name is Barbara. I am a radiology technologist here at the hospital and will be overseeing your chest X-ray this morning. I have been a rad tech for over 25 years and go back for re-certification and training every year. I am specially certified in this procedure and do thousands per year.”</li><li>2. <i>[Managing Up Coworkers]</i> “Hello, Mrs. Smith. I will be going home to my family now. Ken is taking my place. In fact, I just shared with Ken all your important information. Ken is a registered nurse whom I have worked with for over five years, and he is excellent. I hear such nice compliments about him from his patients.”</li><li>3. <i>[Managing Up Other Departments]</i> “Hello, Mrs. Smith. I see this afternoon you will be going down to the radiology department. Radiology has state-of-the-art technology and an excellent staff. They are aware you will be down there this afternoon and are well prepared for you.”</li><li>4. <i>[Managing up Physicians]</i> “Mrs. Smith, I see Dr. Simon is your physician. She is excellent. She is very good at listening and answering patient questions. You will be pleased with the care you receive from Dr. Simon.”</li></ol>
<b>2-5 Minutes</b>	<p><b>3. Benefits of Managing Up</b> <i>[Explain the benefits of Managing Up by reviewing the following bullet points with your staff:]</i></p> <ul style="list-style-type: none"><li>• Patients feel better about their next caregiver.</li><li>• Patients feel more at ease about the coordination of their care.</li><li>• Coworkers have a head start in gaining patients’ confidence.</li></ul>

**10-25 Mins. 4. Skills Practice – Managing Up** [*Practice Managing Up with your staff by following the below steps. You can do some or all of the different types of Managing Up depending on the appropriateness to your department and staff.*]

**A. Managing Up Yourself**

1. Ask your staff to pair up.
2. Each staff member will practice Managing Up him/herself.
3. Refer them to the Managing Up section of the AIDET handout from Meeting #1.
4. Begin by modeling Managing Up Yourself by introducing yourself - Be sure to include the following key information:

**Job Title:**

**Certification / Licensure:**

**Years/Breadth of Experience:**

**Special Training:**

**B. Managing Up Coworkers** [*In pairs, ask staff members to:*]

Name a coworker and outline how they would introduce him/her to a new patient and family.

**C. Managing Up Other Departments** [*In pairs, ask staff members to:*]

Name a department they work with and describe what they would say to a patient to make him/her feel more comfortable with the care he/she is about to receive.

**D. Managing Up Physicians** [*In pairs, ask staff members to:*]

Name a physician and outline how they would describe the physician to the patient and family to put them at ease.

**5 Minutes 5. Question & Answer Session**