

# Do's and Don'ts of Meeting Etiquette

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Effective communication between patients, family members/ caregivers and facility staff can be a powerful influence. To ensure a positive and productive discussion between Patient Representatives and the interdisciplinary team during all meetings / discussions there must be a common understanding of some basic ground rules. All participants must abide by these rules when engaged in all meetings / discussions:

## DO

- ✓ Engage all members as partners in decision-making
- ✓ Keep each other informed
- ✓ Treat each other with respect, regardless of title
- ✓ Always listen to each other
- ✓ Respect each other's time
- ✓ Value diverse opinions
- ✓ Pitch in
- ✓ Give constructive feedback
- ✓ Give genuine thanks
- ✓ Learn from each other

## DON'T

- ✗ Think your priorities are all that matter
- ✗ Engage in arguments
- ✗ Engage in finger pointing
- ✗ Be defensive when you are given feedback