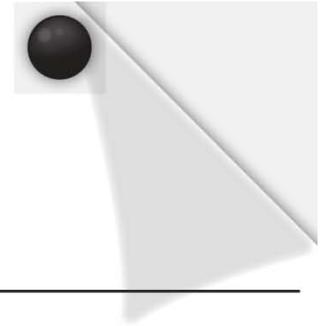


Tip of the Month



Talk the Talk

We've all heard the saying "It's not what you say, it's how you say it."

Truth be told, it's both. In healthcare, people respect you for what you know. One way to show them is to be good at what you do. The other way is to convey what you know into words that go beyond the mundane; words that reflect the depth of your knowledge. Which of the following statements commands more respect:

"If you leave the tourniquet on too long, it messes up the tests."

"Hemoconcentration occurs when the tourniquet is left on for more than one minute, falsely elevating cell counts and protein-bound analytes."

The second statement, of course. It's not showing off, it's speaking the language of the profession. It's demonstrating that you know your stuff and you're not afraid of speaking professionally in a professional workplace. It's having the confidence that patients, physicians, and all of your coworkers prefer you speak about your skill in a way that subtly shows you have a working knowledge of your profession's unique vocabulary.

Think about those in your facility who are the most respected. What is it about them that earns that respect? More than likely, it's what they know. More than likely, you know just as much about drawing blood as they know about whatever it is they do. The only difference is that they are probably better at articulating their knowledge. They talk the talk. You may be one of the few in your facility who knows what hemoconcentration is. Do you work it into your conversations when you talk about leaving the tourniquet on too long? Why not?

What about additive carryover when a conversation about the order of draw comes up?

When you have a chance to discuss how poor technique leads to false positive blood cultures, do you?

When your peers are discussing veins, do you talk in terms of the basilic, medial, and cephalic? If not, why not?

You can't *demand* respect. But when you talk the talk, you *command* it and it comes to you automatically. You become one with the profession in the eyes of those who notice such things... and the heck with those who don't. So if you want greater admiration for what you know and how well you put it to use, you have to show what you know... verbally and non-verbally.

Are you having trouble getting respect from other healthcare professionals for what you know about drawing blood? To command the respect you deserve, you have to talk the talk.