

## **AIDET Worksheet:**

### **Taking the introduction to the Next Level**

Please develop your own key words for introducing and managing up yourself  
**How can you manage up yourself?**

Job Title: \_\_\_\_\_

Certification, licensure: \_\_\_\_\_

Years of experience, areas of expertise:

Special training:

#### **Key Messages:**

- Most individuals are uncomfortable managing up their skills and experience. To many, it feels like bragging.
- When we understand that managing up reassures patients and customers about our skills and expertise, we can provide better service.
- Keep in mind the big picture when using AIDET – it's about reducing the anxiety of our patients.