

Turn Questions into Reflections

Take these as questions that you want to ask, but you are not allowed to actually ask the question – it has to be turned into a strategic reflection. Think about what you are trying to assess with the question, and reframe it as a thought the participant may be having.

1. Don't you want to honor the wishes of the registered donor?

2. Why can't we just schedule some time with physicians so we can all be on the same page?

3. How are we supposed to do our job if your team is not engaged in the process?

4. Is this something you are willing to try?

5. Do you understand that this process is a federal mandate?

6. What seems unreasonable about what we are asking?

7. Why is it so hard to just follow through on what is in our contract?

8. Wouldn't it be helpful if we walked through the process errors that we know are happening?

9. Can you see why it is our responsibility to talk with a potential donor's family, and not yours?

10. How do you not have time to do what you are legally required to do?
