New skills and competences

Britt-Mari Banck
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• Knowledge about medical care and treatment

• Knowledge of how the disease is experienced and how it is to live with their disease

• Knowledge of how the disease affects their life
Leadership

- Attitudes
- Lead not dictate
- Working with culture

Registered Leadership?

Healthcare Profession

- Attitudes
- Prestigeless
- Flexible
- Joy
- Coach/mentor/nurse
- Courage

"Human approach"
Way to work

- **Attitudes**
- Ask open questions – listen to the patient
- Let the patient stand for the choreography
- Look behind the diagnosis
- Motivate – be motivated
- Believe in what you are doing

Trust

What do we gain?

- Worksatisfaction
- Ability to influence
- Dedication
- Intelligent use of resources

Creativity and joy
Patient supporter

Talk to me about your condition

Thank you!