

AIDET

Foundations of The Sharp Experience

Writing Your Personal AIDET Script

Create your own AIDET script by answering the prompts below.

Acknowledge

- How can you greet someone to help them feel more at ease?

Introduce

- Share your name and title. How long have you been doing your work?
- Introduce anyone else on the team that will be involved. Position them in a positive light by sharing their relevant attributes or skills.
- This may feel awkward at first. Remember, you're not bragging – you're making the other person more comfortable as they learn to trust you.

Duration

- How long does the process typically take?
- Are there any delays that need to be shared?

Explanation

- In easy-to-understand language, explain what is going to happen. What details do they need to know?
- Who can they contact for further assistance?
- Follow up with a question to clarify their understanding.

Thank

- How can you genuinely express gratitude?

Sample AIDET Scripts

Feeling stuck as you write your own AIDET script? Check out the following for some inspiration.

As an ultrasound tech in an outpatient care setting:

A “Good morning, Mrs. Lopez. Welcome to Sharp Rees-Stealy.”

I “My name is Susan and I will be conducting your test today. I am a certified ultrasound technician and I do about five of these procedures a day. Do you have any questions for me?”

D “I’m going to ask you a few questions before we get started. This may take a few minutes.”

E “The first step is to And then we’ll.... Do you have any questions for me?”

T “Thank you for choosing Sharp. It’s been a pleasure to care for you today.”

As a team member in an internal, virtual meeting:

A “Hi Chris.”

I “I’m Eve. I’ve been with Sharp for three months, and I’ve been in supply chain management for eight years.”

D “Right now, it looks like we will receive the shipment in two months.”

E “I’m going to reach out to my contact at the company and then I’ll update you. I’ll email you an update every other week. Do you have any questions for me?”

T “Thanks for taking the time to meet with me today.”

As a nurse in a hospital unit:

A “Hello, Mr. Allen - and family! How are you doing today?”

I “I’m Dan, and I’m a lead on this floor. I’ve asked my coworker Jennifer to come see you in a bit. She’s a respiratory therapist and she’s one of the best. You are in good hands with her.”

D “She will come by this afternoon. She’ll work with you for about twenty minutes.”

E “I’ve already let her know about your care plan. I’ll check in with you before I leave for the day to see how the session went. Is there anything else I can help you with? I have the time.”

T “Thank you!”