



# TeamSTEPPS<sup>®</sup> TIPS

## CUS

### What is CUS?

The CUS technique is a framework for conflict resolution, advocacy and mutual support. Signal words, such as "danger," "warning," and "caution" are common in the medical arena. They catch the reader's attention. "CUS" and several other signal phrases have a similar effect in verbal communication. When they are spoken, all team members will understand clearly not only the issue but also the magnitude of the issue.

- First, state your **C**oncern.
- Then, state why you are **U**ncomfortable.
- If the conflict is not resolved, state that there is a **S**afety issue. Discuss in what way the concern is related to safety. If the safety issue is not acknowledged, a supervisor should be notified.

**Please Use CUS Words**  
but *only* when appropriate!



### Where can I get more information about CUS?

Visit <https://www.leadingagekansas.org/tsmaterials>