

# Communication skills

## for **Providing Structure**



### #1 MAKE ORGANISATION OVERT

- Agree the agenda  
*"First I want to find out... and then I want us to talk about..."*
- Summarise throughout  
*"So your appetite has not been the same and..."*
- Signpost  
*"Ok, so now let's talk about..."*
- Clarify for family members how consultation will proceed  
*"What I would like to do is hear from your mum and then you can tell me what has been worrying you"*



### #2 ATTEND TO FLOW

- Apply a logical structure to the consultation
- Keep to time

Find out more: [www.hse.ie/nhcprogramme](http://www.hse.ie/nhcprogramme)

