

### A leaflet for healthcare staff



#### Making conversations easier





### **Clickable contents**

- 1. To understand
- 2. To communicate that understanding
- 3. To support and take action



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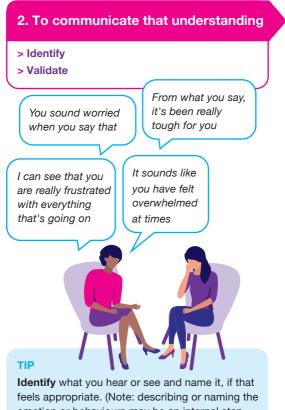




#### **Communication skills**

- Active listening
- Non-verbal behaviours
- Picking up on cues
- Mirror the patient
- Open questions
- Pauses
- Slow down
- Use silence
- Facilitation ("What else?")
- Non-judgemental response ("That's ok")
- Avoid closing down the person





emotion or behaviours may be an internal step rather than shared). **Validate** by acknowledging feelings.

#### Communication skills

- Summaries
- Make suggestions
- Non-verbal behaviours



#### 3. To support and take action

#### > Explore

What is your main concern?

What do you already know about ..?

Can you tell me what is on your mind?

#### TIP

**Explore** to better understand the emotion, or to inquire whether the other person wants to share more. We may feel we do not have time to 'give'. However, it need only take a few moments to acknowledge and validate emotion. Those few words can build relationships, enhance trust, and allow greater comprehension and collaboration.

#### **Communication skills**

- Identify starting point & main concern
- Avoid jargon
- Chunk & check
- Invite questions
- Structure the discussion

## "

### The patient will never care how much you know, until they know how much you care.

Terry Canale, American Academy of Orthopaedic Surgeons Vice Presidential Address (2000)



Special thanks to Dr Laura K. Rock, Assistant Professor, Harvard Medical School for sharing her work on improving emotional interactions using the mnemonic G.I.V.E.

