

Examples of How to Display Empathy, Respect, Warmth and Genuineness

Empathy:

- I certainly understand that quitting can be very difficult.
- You are not alone - many people who are smokers have difficulty when it comes to quitting
- Smoking can become a big part of the daily routine. That makes it even harder to break the habit.
- This is not the first time I've heard people say that they don't know what they'd do without their cigarettes. Quitting is a big step that's not easy to take, but it is the very best gift you can give yourself!

Respect:

- Is it okay with you if we spend a few minutes talking about your tobacco use and perhaps the idea of you quitting?
- It's not all about how I feel – it's about how you feel about the idea of quitting smoking.
- Please don't ever hesitate to ask questions if you are unsure of what I've said - it's because I may not have explained it clearly.
- As your dentist I am very concerned that you are a smoker and I strongly advise and encourage you to quit. That said, I also understand that you are your own person – just know that I would be completely supportive of your decision to quit and would appreciate the opportunity to help in whatever way I can.

Warmth:

- As your dentist I care about your oral health and your overall well being – I truly want what is best for you. Therefore ... I'd like us to talk about your smoking if it's okay with you.
- It's fine to be afraid of trying to quit – it's very normal to feel that way. I just want you to know that I am completely supportive of your decision to quit and I will do whatever I can to help make it easier for you.
- I want you to know that I not only care about your teeth and gums, but I also care about you and your overall health. If you decide that you'd like to try to stop smoking I will help you as much as I can. You won't be taking this step alone. I'll be with you all the way.

- I'm really concerned about you and your health and the effect that smoking is having on you. Can we talk a bit about your smoking?

Genuineness:

- I have to tell you that part of the overall care we provide here includes talking to our patients about their tobacco use and providing help to those who want to quit.
- I feel that it's important that you know that I feel strongly about tobacco use and believe that it is important for me as a dentist to talk to my patients about their smoking and the effect it has on their overall health, as well as their teeth and gums.
- I understand that I may not be able to do an awful lot to make quitting easier for you, but I'd appreciate the opportunity to help you in whatever way I can.
- There is no question that quitting smoking is one of the most difficult things a person can do, but it is the very best thing you can do for your health. I want you to know that I will do my very best to provide help and support if you let me help you quit.