

Communication Techniques Toolkit

Rebecca Andrews, Kevin Chamberlin and Jennifer Ozimek

The 5 Stages: Recognize the process many patients go through during a difficult conversation which can help guide discussion and manage your own expectations

- Hopeless and helpless
- Demanding and indignant
- Bargaining
- Resignation
- Acceptance

Pros/ Cons

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ADOBE: recognize and assess the source of tension then

- **A**cknowledge the difficulty
- **D**iscover meaning
- **O**pportunity for empathy
- **B**oundary Setting
- **E**xtend the system

Pros/ Cons

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NURS:

- Name
- Understand
- Respect
- Support

Pros/ Cons

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Ask-Tell-Ask:

- Ask for patient's perspective
- Tell/ teach your perspective
- Ask for patient's understanding

Pros/ Cons

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5 A's:

- Assess
- Advise
- Agree
- Assist
- Arrange

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Clinician Strategies: verbal heuristics for difficult interactions

- The Safety Heuristic
- The Setting Expectations Heuristic
- The Following Orders Heuristic
- Standardization Heuristic

