## Communication Techniques Toolkit

Rebecca Andrews, Kevin Chamberlin and Jennifer Ozimek

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

•	Hope	ess	and	hel	lpl	less

- Demanding and indignant
- Bargaining
- Resignation
- Acceptance

Pros/ Cons
]

# **ADOBE**: recognize and assess the source of tension then

- Acknowledge the difficultly
- Discover meaning
- Opportunity for empathy
- **B**oundary Setting
- Extend the system

#### **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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- Advise
- Agree
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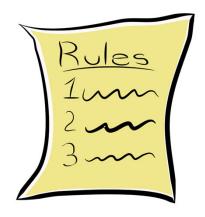
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# Clinician Strategies: verbal heuristics for difficult interactions

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









Wyse et al. Clinicians' strategies for guiding conversations about opioid prescribing. JGIM. 2019: 1200-1206.