

High Emotion Conversations Guide

| Step | Process | What you do | Tips and Phrases | What this achieves |
|------|---|---------------------------------|---|---|
| A | Allow Venting | Active listening | <p>"I see that..." "I hear that..." "Mmmm..." "I wonder if..."</p> <ul style="list-style-type: none"> • Most people will run out of steam naturally... • Be aware of your own emotional state before beginning discussion • Don't feel you have to justify or correct at this stage. | <ul style="list-style-type: none"> • Decreases emotional arousal in patient / relative / carer • Reduces anxiety and diffuses anger • Allows engagement in subsequent discussion • Demonstrates caring attitude |
| B | Explore Expectations and Concerns | Open questions | <p>"Can you tell me..." "What do you think..." "What are you concerned about..."</p> | <ul style="list-style-type: none"> • Demonstrates care in an active way • Identifies the issues • Gives you an idea where the patient / relative / carer is in relation to your own perspective • The information you need will come out. |
| C | Gather Information | Specific questions | <p>"Now I just need to ask a few things to be clear / sure..." "Would you mind telling me a bit more about..."</p> | <ul style="list-style-type: none"> • Allows for clarification • Opportunity to fill in gaps • Shows you have been listening • Shows you care |
| D | Explain Decisions and Correct Misunderstandings | Human friendly language | <p>"Now I've heard everything that has been happening, I would like to discuss where <i>WE</i> go from here..." "Now <i>WE</i> know where we are, can I talk a bit more about..."</p> <ul style="list-style-type: none"> • Break the message down into chunks • Use their expectations and concerns to guide your explanation • Cover the main concerns first | <ul style="list-style-type: none"> • Opportunity to re-educate and inform • Opportunity to tailor message to the patient / relative / carer in front of you • Demonstrates compassionate attitude despite difficult message • Shows you are doing the best you can |
| E | Check Understanding | Active listening and responding | <p>"Can I just check what you think I've told you..." "Would you mind telling me what you think you heard me just say..."</p> <ul style="list-style-type: none"> • Can feel a bit "false" initially • Sometimes patients / relatives / carers are reluctant to feedback • Allow the person time without correcting them, until they finish. | <ul style="list-style-type: none"> • Allows misinterpretations to be identified and corrected before discussion completed • Important points are more likely to be retained by the patient / relative / carer when they have put them into their own words. • Gives the HCP / Carer useful feedback on the conversation. |