Communication Strategies

1. **Ask, Tell, Listen:**

   - **Permission**: May we talk about...?
   - **Open Question**: What do you know about...?
   - **Closed Question**: How much do you smoke?

   - **Inform**: Diabetes causes blindness.
   - **Tell**: Your test show...
   - **Closed Question**: Exercise will benefit you.

   - **Listen**: You are very courageous.
   - **Reflect**: You want to change, but...
   - **Summarize**: Let’s see if I got it...

2. **ASK:**
   - **A**: are ALL parties heard?
   - **S**: SO what is important to the patient now?
   - **K**: KEEP saying, “Tell me more.”

3. **NURSE:**
   - **N**: Name
   - **U**: Understand
   - **R**: Respect
   - **S**: Support
   - **E**: Explore

4. **Pearls**

   Use open-ended questions. Provide empathy and reflection. Communicate and collaborate with the whole team. Sometimes silence is worth a thousand words!

Meeting Strategies

1. **Family Meeting**

   - Identify all participants and roles.
   - Identify topics to be discussed.
   - Give information.
   - Ensure patient and family understanding.
   - Provide emotional support.

2. **Any Visit/Meeting:**

   - Welcome your patient.
   - Ask about your patient’s main concern for the visit.
   - Explain your agenda.
   - Propose an agenda that combines the patient’s concerns and yours.
   - Be prepared to negotiate.
   - Ask for feedback.

3. **Breaking Bad News - SPIKES**

   - **Setting and listening skills**
   - **Patient’s Perception of the condition and its**
   - **Invitation from the patient to give information**
   - **Knowledge – giving medical facts**
   - **Explore Emotions and Empathize as the patient responds**
   - **Strategy and Summary**

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