

Table 1: SPIKES Mnemonic Adapted for Students

SPIKES Component	Use in Patient Scenarios	Application to Students	Example Phrases
Setting up and starting	Mentally rehearsing phrasing, the flow of the conversation, arranging for appropriate environment and appropriate players present	Talking with faculty to create common and unified language across classrooms and programs, provide opportunity for group and individual interaction	<i>"I would like to take some time to talk about what is happening and the impact it will have on this course/your education/etc."</i>
Perception	Elicit the patient's perspective and knowledge of the current situation	Ask the students for their understanding of the situation and listen for inaccuracies or denial	<i>"What is your understanding of the impact the pandemic/issue will have on you and your education?"</i>
Invitation	Ask the patient and family what they would like to know	Ask the students what type of information would be helpful for them, elicit specific questions, ask how students would like to receive information	<i>"Would you like me to explain the anticipated course of the semester given the current situation?"</i> <i>"Would you prefer daily/weekly emails?"</i>
Knowledge	Use simple language, provide information in small pieces, check for understanding	Provide general and overall concepts first, followed by minutia and specific implications for class, provide information in smaller chunks, use bullets, highlight	<i>"The current pandemic/situation is forcing us to make some immediate changes to class. This will require us to alter our meeting type and transition to a virtual platform. We will continue to meet synchronously during</i>

		important concepts	<i>our scheduled class time.” “Is this all making sense?” “What other questions do you have?”</i>
Emotions	Recognize and empathize with the emotion	Identify the emotion and associated cause	<i>“I can tell that you are worried about your ability to continue learning in your clinical site.” “Tell me how you’re feeling”</i>
Strategy and Summary	Summarize and set out a plan for action	Close the interview, review the plan, ask for any further questions, identify next meeting or timeline	<i>“To summarize.....” “Has this all made sense?” “Moving forward we will touch base weekly to review current situation and any potential changes.”</i>

Adapted from Baile WF, Buckman R, Lenzi R, Glober G, Beale EA, Kudelka AP.