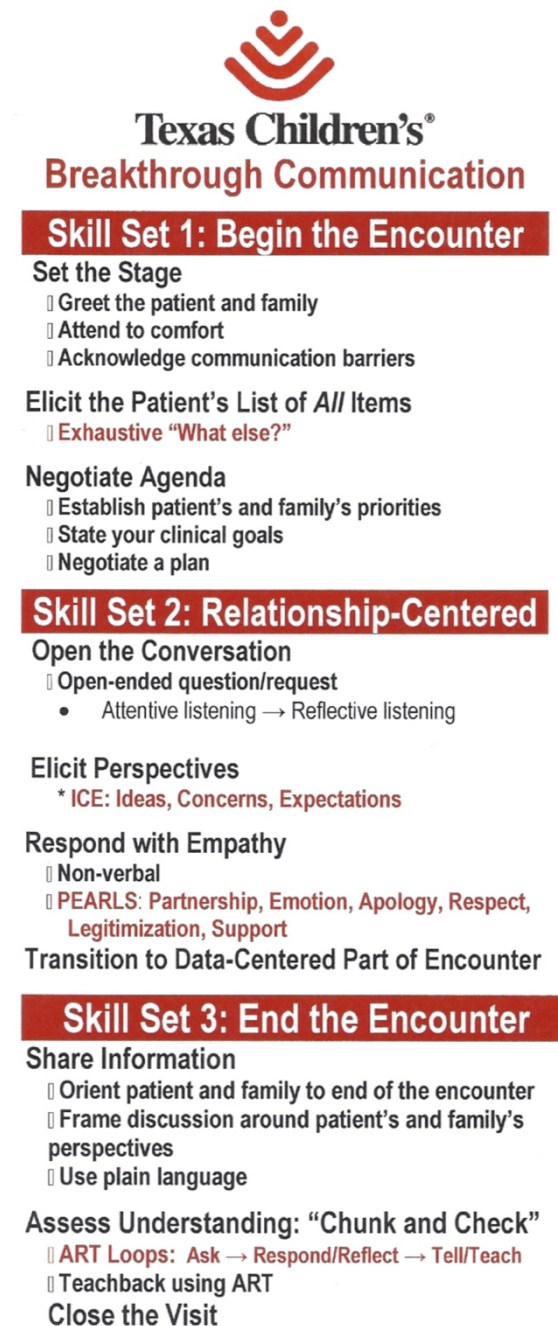


Figure 1. Outline of Course Content



ICE: Elicit Perspectives

IDEAS:

"What do you think might be causing this?"

CONCERNS:

"What concerns do you have?"

EXPECTATIONS:

"What are you hoping you will leave with today?"

PEARLS[®]: Express Empathy

PARTNERSHIP:

"Let's work together on this."

EMOTION:

"I imagine how frustrating this is for you."

APOLOGY:

"I'm sorry to hear how difficult this is."

RESPECT:

"I appreciate all the effort you have made."

LEGITIMIZATION:

"Most people in your position would feel this same way."

SUPPORT:

"I'm going to stick with you through this."

ART: Assess Understanding

ASK: "What do you know about...?"

RESPOND: "Sounds like your brother had a difficult time..."

TEACH: "Your situation is not as severe"

ART: Collaborate on Plans

ASK: "What do you think about that as a plan?"

RESPOND: "Those are important issues to consider."

TEACH: "I have some additional ideas to share with you."

ART: Teachback

ASK: "When you speak with your family member, what will you tell them we discussed?"

RESPOND: "That's a good summary."

TEACH: "In addition..."

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