

SKILL CATEGORY	DESCRIPTION	EXAMPLES
AGENDA SETTING		
Declare agenda items	State what you would like to accomplish in the consultation.	<ul style="list-style-type: none"> Today, I would like to discuss with you the various treatment options available.
Invite agenda items	Ask patient what items he or she would like to discuss today	<ul style="list-style-type: none"> Before we get started, I would like to hear what you are hoping to get out of our visit today.
Negotiate agenda	Acknowledge patients' agenda items and note when you can address them. Ask patient to help you prioritize agenda items.	<ul style="list-style-type: none"> There may be more on your list than we have time to cover today. Which items to you prioritize as most important?
Take stock	Pause in the dialogue to review the prior discussion. Seeking the patient's permission to move on.	<ul style="list-style-type: none"> Now, so far we have talked about the standard treatments that are available. There is another possible choice that we could make about your treatment. That is a clinical trial which looks at different ways of giving chemotherapy. I know you have had a lot to take in today, but would you like to discuss it or leave it until another time?
CHECKING		
Check understanding	Ask the patient about his or her understanding of previously conveyed information or the current situation. Optimally, understanding will be checked on more than one occasion and patients will be asked to reframe in their own words the information conveyed.	<ul style="list-style-type: none"> Tell me what you know about your diagnosis. Why don't you tell me what you understand about what I've said so far?
Check preference for information	Ask the patient about the amount and type of information desired. This needs to be done on more than one occasion. It is an iterative process—patients' information needs may vary throughout the consultation and across the course of the illness	<ul style="list-style-type: none"> Some people like to have lots of information about their illness and some people only want a little bit of information. How much would you like me to give you today? Do you want me to give you information in numbers or words about the likely time frame?
QUESTIONING		
Ask open questions	Ask questions that allow the patient to respond in any manner he or she chooses- this may include both medical and psychosocial topics	<ul style="list-style-type: none"> So how are you feeling? What else would you like to talk to me about? How have you been doing lately?
Clarify	Ask a question to try to better understand what a patient is saying	<ul style="list-style-type: none"> When you asked about side effects of the medication, was there a particular medication to which you were referring?
Restate	State in your own words what you think the patient is saying	<ul style="list-style-type: none"> It sounds like you have some questions about the treatment. So, if I understand correctly, you are frustrated with what the nurse said to you?
Endorse question asking	Express to the patient the importance of asking questions; provide a rationale for asking questions (i.e., that patients can gain salient information)	<ul style="list-style-type: none"> Questions are a really good way for you to get the information you need, or to get me to say things more clearly. I will try to answer any questions that you might have. So feel free to stop me if you need me to answer something.
Invite questions	Make it clear to the patient that you are willing to answer questions and address concerns	<ul style="list-style-type: none"> Do you have anything you want to discuss, or do you want to ask me any questions? If you think of things at home you would like to ask me just write them down and bring them next time, ok?

SKILL CATEGORY	DESCRIPTION	EXAMPLES
INFORMATION ORGANIZATION		
Preview	Give an overview of the main points that you are about to cover	<ul style="list-style-type: none"> First, I'd like to talk to you about the standard treatment. After we've discussed those options, I'd like to talk to you about a <u>clinical trial on offer</u>.
Summarize	Recap the main details conveyed. As with checking behaviors, this should occur at various points during the consultation <u>where appropriate</u> .	<ul style="list-style-type: none"> So, look I'll just summarize. You'll have three cycles of treatment initially, and then we will repeat the scans.
Transition	This is a marker/statement that specifically notes that the doctor is moving away from the prior subject of conversation to the next. These types of statements are generally used when the doctor has given information about a particular topic, and the doctor moves into the next topic or course of action.	<ul style="list-style-type: none"> Now, let's talk about the actual procedure. Let me tell you about side effects
Review next steps	Go over with the patient the next things that the patient will do (e.g., make a follow up appointment)	<ul style="list-style-type: none"> I just want to go over the next steps that we've discussed to make sure we are on the same page.
EMPATHIC COMMUNICATION		
Encourage expression of feelings	Express to the patient that you would like to know how he or she is feeling	<ul style="list-style-type: none"> It's important to me to understand how you are dealing with all of this emotionally.
Acknowledge	Make a statement that indicates recognition of the patient's emotion or experience	<ul style="list-style-type: none"> It sounds like this has been a tough time for you. You do seem like you are <u>feeling less anxious</u>.
Validate	Make a statement expressing that a patient's emotional response to an event or an experience is appropriate and reasonable.	<ul style="list-style-type: none"> It's understandable that you have been feeling anxious. Yeah, it is hard to keep focused at work when you are going through treatment. It would be perfectly reasonable to take <u>some leave from work after the next cycle of chemo</u>.
Normalize	Make a comparative statement which expresses that a particular emotional response is not out of the ordinary.	<ul style="list-style-type: none"> It's not uncommon to feel this way at a time like this
Praise efforts	Make a statement that validates a patient's attempts to cope with treatment or side effects, to make lifestyle changes, or to be adherent to treatment regime.	<ul style="list-style-type: none"> You're doing really well with the nicotine patches. It sounds like you have been taking good care of yourself through the treatment process.