Difficult Conversations...

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Learning Outcomes…

By the end of the session …

• Build upon existing skills in communicating effectively & compassionately
What is expected of us…

• We will put patients & families first
• We will focus on outcomes
• We take responsibility
• We always try to do things better
• We work as one team
• We treat each other with respect
What is a difficult conversation?
How does it make you feel?
Good communication in healthcare

It matters!!
Facilitating Communication Skills

- Listening
- Acknowledgement of feelings
- Encouragement
- Open questions
- Picking up cues
- Summarising
- Reflection
- Clarification
- Challenging
- Information
- Empathy
- Educated guess
- Pacing
- Use of silence
It helps to know...

- We should listen more & talk less
- We should tailor information to meet individual needs
- Non-verbal expressions have a big impact
- Clear simple language is important
- Acknowledge emotions
- You can’t guess what concerns and worries people have – you have to ask
Cue—**hint** or clear expression of a negative emotion (verbal or non-verbal)
Cues – always need clarification to check for the presence of an underlying concern.
Listening is not the same thing as waiting to speak ....
Person Centred Visiting

Don’t let your fears stop you from reaching out ….
Signposting…

- Learning, Education & Training Catalogue
- Education Calendar
  Palliative Care Resource Folder (Adult Services)
Any Questions
‘I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you make them feel’

Maya Angelou 1928-2014