DRILL A: Perception, invitation, knowledge, emotion

| PERCEPTION / INVITATION |
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| Clinician ClipartClinician | Patient ClipartPatient |
| What’s your understanding of what’s going on with your illness? | No one’s really told me anything. |
| Would you like me to share what I know? | Yes, that would be really helpful. |

|  INVITATION / KNOWLEDGE / EMOTION  |
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| Clinician ClipartClinician | Patient ClipartPatient |
| Is now an okay time to talk about the tests? | I suppose as good as any. What is it? |
| I’m afraid I have serious news. The cancer has come back in your liver and lung.  | In my liver AND my lung? How can that be?  |
| I know this is quite a shock. | I just can’t believe this. |

Page 1

DRILL B: Respond to emotion

| NAMING EMOTION |
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| Patient Clipart Patient | Clinician ClipartClinican |
| I’ve just been going to all these doctor appointments and getting all these tests, and I don’t know… | It sounds like you’re feeling overwhelmed.  |
| Yes, exactly, so much is going on and I don't know what to do. |  |

| ACKNOWLEDGING EMOTION |
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| Patient Clipart Patient | Clinician ClipartClinican |
| No one’s telling me what’s going on. Is this treatment working or not?  | I can’t even imagine how hard this must be. |
| It’s just so scary. I’m really worried.  |  |

| “I WISH” STATEMENT |
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| Patient Clipart Patient | Clinician ClipartClinican |
| I don’t understand… I’ve done everything right! What aren’t my kidneys getting better?  | I wish you weren’t having to go through this. |
| I know. It’s really hard.  |  |

Page 2