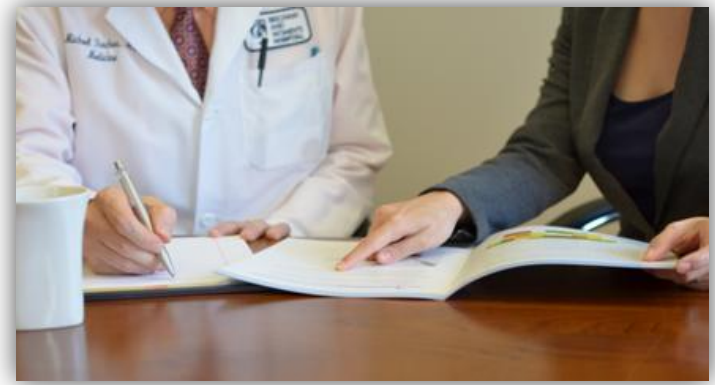


NaRCAD Tip Sheet:

Assessing a Clinician's Needs



What to Do:	Try This:	Avoid Doing This:
<ul style="list-style-type: none"> • Encourage the clinician to lead the talking about his or her needs. 	<ul style="list-style-type: none"> • Ask open-ended questions to encourage the clinician to tell his/her story or share thoughts. • Use short, encouraging phrases to keep the conversation going: <i>Tell me more about that.</i> <i>Can you share an example?</i> <i>I see what you mean.</i> 	<p>Don't ask yes/no or true/false questions to get general information. (<i>Instead use this type of "closed question" if you want to confirm a summarizing point.</i>)</p>
<ul style="list-style-type: none"> • Use and demonstrate active listening skills 	<ul style="list-style-type: none"> • Focus on what the physician is saying rather than on what you plan to say next. • Pay attention to body language and intonation which can indicate feeling. • Reflect your understanding by paraphrasing the facts and feelings articulated by the physician • Use body language that demonstrates interest, openness, and understanding. 	<p>Don't cross your arms or lose eye contact.</p> <p>Don't invade his/her personal space.</p>
<ul style="list-style-type: none"> • Be direct • Be honest 	<ul style="list-style-type: none"> • Clearly articulate your questions and ask for clarification • If you didn't understand what has been said, try: "Sorry, tell me again, I didn't quite follow you." 	<p>Don't move forward to articulating key messages if you're not sure you've clearly understood the clinician's needs.</p>