

Calgary-Cambridge Guides – Communication Process Skills* (veterinary version)

INITIATING THE SESSION

<p><u>Preparation</u></p> <ol style="list-style-type: none"> 1. PUTS ASIDE LAST TASK 2. FOCUSES ATTENTION <p><u>Establishing Initial Rapport</u></p> <ol style="list-style-type: none"> 3. GREETES obtains names 4. INTRODUCES self, role 5. DEMONSTRATES RESPECT <p><u>Identifying the Reason(s) for the Consultation</u></p> <ol style="list-style-type: none"> 6. IDENTIFIES PROBLEM LIST (OPENING QUESTION) 7. LISTENS without interrupting 8. CONFIRMS LIST, ASKS FOR FURTHER PROBLEMS 9. NEGOTIATES AGENDA 	
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GATHERING INFORMATION

<p><u>Exploration of Problem(s)</u></p> <ol style="list-style-type: none"> 10. ENCOURAGES CLIENT TO TELL STORY 11. USES OPEN AND CLOSED QUESTIONING 12. LISTENS ATTENTIVELY 13. FACILITATES (V & NV) CL'S RESPONSES 14. PICKS UP VERBAL AND NON-VERBAL CUES 15. CLARIFIES CLIENT'S STATEMENTS 16. PERIODICALLY SUMMARIZES 17. AVOIDS OR EXPLAINS JARGON 18. ESTABLISHES DATES, SEQUENCE OF EVENTS <p><u>Understanding the Client's Perspective</u></p> <ol style="list-style-type: none"> 19. DETERMINES AND EXPLORES: <ul style="list-style-type: none"> • Client's IDEAS, BELIEFS • Client's CONCERNS (worries) • Client's EXPECTATIONS • EFFECTS ON LIFE of client, patient 20. ENCOURAGES CLIENT TO EXPRESS FEELINGS 	
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PROVIDING STRUCTURE

<p><u>Making Organization Overt</u></p> <ol style="list-style-type: none"> 21. SUMMARIZES AT END OF LINE OF INQUIRY 22. SIGNPOSTS; USES TRANSITION STATEMENTS <p><u>Attending to Flow</u></p> <ol style="list-style-type: none"> 23. STRUCTURES IN LOGICAL SEQUENCE 24. ATTENDS TO TIMING; ON TASK 	
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BUILDING RELATIONSHIP

<p><u>Using Appropriate Non-Verbal Behavior</u></p> <ol style="list-style-type: none"> 25. DEMONSTRATES APPROPRIATE NV BEHAVIOUR <ul style="list-style-type: none"> • eye contact, facial expressions • posture, position, gestures & movement • vocal cues (rate, volume, intonation, pitch) 26. NOTES DON'T INTERFERE WITH RELATIONSHIP 27. DEMONSTRATES CONFIDENCE <p><u>Developing Rapport</u></p> <ol style="list-style-type: none"> 28. ACCEPTS LEGITIMACY, NOT JUDGMENTAL 29. USES EMPATHY, ACKNOWLEDGES CLIENT'S VIEWS, FEELINGS 30. PROVIDES SUPPORT 31. DEALS SENSITIVELY <p><u>Involving The Client</u></p> <ol style="list-style-type: none"> 32. SHARES THINKING 33. EXPLAINS RATIONALE 34. EXPLAINS PE FINDINGS, PROCESS 	
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EXPLANATION AND PLANNING

Providing Correct Amount & Type of Info

35. CHUNKS AND CHECKS
36. ASSESSES CLIENT'S STARTING POINT
37. ASKS WHAT ELSE WOULD BE HELPFUL
38. GIVES EXPL AT APPROPRIATE TIMES

Aiding Accurate Recall & Understanding

39. ORGANIZES EXPLANATION LOGICALLY
40. USES CATEGORIZATION, SIGNPOSTING
41. REPEATS & SUMMARIZES
42. USES EASILY UNDERSTOOD LANGUAGE
43. CONVEYS INFO VISUALLY, WRITES OUT
44. CHECKS CLIENT'S UNDERSTANDING

Incorporating the Client's Perspective –

Achieving Shared Understanding

45. RELATES EXPLS TO CLIENT'S PERSPECTIVE
46. MAKES SPACE FOR/ENCOURAGES CLIENT INPUT
47. SEES/RESPONDS TO CLIENT'S V & NV CUES
48. ELICITS CLIENT'S BELIEFS, REACTIONS, FEELINGS

Planning: Shared Decision Making

49. SHARES OWN THOUGHTS
50. INVOLVES CLIENT
 - offers suggestions, choices rather vs directives
 - encourages client to contribute their own ideas
51. EXPLORES MANAGEMENT OPTIONS
52. ASCERTAINS INVOLVEMENT CLIENT WISHES
53. NEGOTIATES MUTUALLY ACCEPTABLE PLAN
 - signposts own position of equipoise or preference re: available options
 - determines client's preferences
54. CHECKS WITH CLIENT
 - if accepts plans
 - if concerns have been addressed

CLOSING THE SESSION

Forward Planning

55. CONTRACTS RE NEXT STEPS FOR CL & VET
56. SAFETY NETS

Ensuring Appropriate Point of Closure

57. SUMMARIZES SESSION & CLARIFIES PLAN
58. FINAL CHECK RE AGREEMENT, QUESTIONS