

TABLE 1. RATE YOUR COMMUNICATION SKILLS

Situation	Rating, 0 to 10 (0 = not good enough yet; 10 = already very good)
Creating a setting in which patients can speak openly about their concerns	
Initiating a discussion with a patient about their concerns	
Asking a patient directly how they are feeling	
Avoiding being distracted by the first concern	
Repeating to the patient what their concerns are (reflection)	
Listening and responding in a way that encourages the patient to disclose other feelings and concerns they may have (screening)	
Creating a list of concerns (if there are more than three)	
Summarising the concerns you have discussed to check that you fully understand them	
Using empathic, supportive comments (but not sympathy)	
Asking the patient what support structures they have and whether these are useful	
Asking the patient what they themselves think might be helpful in their circumstances	
Asking the patient what help they would like from you	
Giving information, reassurance and advice only at the end of the conversation	
Closing a conversation with a patient who has concerns	
Using the skills above within a structured communication model, such as SAGE & THYME	

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