

CONFRONTATION WITH A LITTLE C

- Honestly telling something you feel uncomfortable about bringing to someone's attention
- Challenges an attitude or belief or behaviour
- An uncomfortable truth

AIM

- to allow patient to hear you and acknowledge while maintaining rather than destroying the relationship
- to address behaviour while affirming the patient's worth as a person

NEEDS TO BE

- Honest
- True
- Supportive

THE PROBLEM

Our own anxiety: our past experiences of confrontation (personal and professional) and the present situation lead us either to sledgehammer, pussyfoot or avoid

PLAN

- *Signpost your intent*
- *State what the problem is*
for you and the patient
what effect it has
use "I" statements
- *State what you would like to happen*
What benefits would then accrue to you both, the benefits
- *Make a valuing statement about the person*
separate the person's behaviour and them as a person
- *Overtly demonstrate your care/empathy*

Then give plenty of time, ask for feelings, ? own that difficult for you to, move on into planning

From Heron (1975)

Kurtz SM, Silverman JD, Draper J (1998) Teaching and Learning Communication Skills in Medicine. Radcliffe Medical Press (Oxford)

Silverman JD, Kurtz SM, Draper J (1998) Skills for Communicating with Patients. Radcliffe Medical Press (Oxford)