

# The Toronto/SPP Observation Guide for Communication Feedback

## **TECHNIQUES** - 'What you use': "tools" used to express Styles & Attitudes

- |   |                                       |  |
|---|---------------------------------------|--|
| <input type="checkbox"/> Addressing Disagreements       | <input type="checkbox"/> Linking      | <input type="checkbox"/> Reflecting            |
| <input type="checkbox"/> Asking permission              | <input type="checkbox"/> Negotiating  | <input type="checkbox"/> Reiterating           |
| <input type="checkbox"/> Bridging                       | <input type="checkbox"/> Normalizing  | <input type="checkbox"/> Repeating             |
| <input type="checkbox"/> Clarifying                     | <input type="checkbox"/> Paraphrasing | <input type="checkbox"/> Summarizing           |
| <input type="checkbox"/> Explaining why questions asked | <input type="checkbox"/> Prioritizing | <input type="checkbox"/> Using patient's words |
| <input type="checkbox"/> Facilitating                   | <input type="checkbox"/> Qualifying   | <input type="checkbox"/> Validating            |
| <input type="checkbox"/> Legitimizing                   | <input type="checkbox"/> Quantifying  |  |
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## **STYLES** - 'How you do it': behaviors; "how" attitudes are expressed

### **LISTENING STYLE: - Active**

- Responds to verbal & non-verbal cues
- Uses silence and interruptions appropriately
- Checks in

### **NON-VERBAL STYLE - Appropriate :**

- Facial expression
- Eye contact
- Body language

### **QUESTIONING STYLE - Appropriate use of:**

- Open-ended
- Closed-ended
- Directive
- Multiple

### **SPEECH PATTERNS – Appropriate:**

- Adjustment to patient's understanding
- Pace
- Vocabulary
- Jargon
- Other (i.e. tone, audibility)

### **ORGANIZATIONAL STYLE**

- Flexible (follows patient's cues, not rigidly bound to pre-determined plan)
  - Appropriate focus and use of time
  - Gathers adequate quality/quantity of biomedical information
  - Gathers adequate quality/quantity of contextual information
  - Actively integrates biomedical and contextual information
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## **ATTITUDES** -'Who you are': informed by values, beliefs, culture, environment

### **BEING EMPATHIC**

- Identifying patient's experience
- Acknowledging experience to patient
- Checking in to clarify understanding of experience

### **BEING HONEST**

- Telling the truth
- Admitting a lack of knowledge

### **FACILITATING A PROFESSIONAL DIALOGUE**

- Seeking common ground
- Respecting patient's viewpoint
- Seeking to put patient at ease

### **HAVING SELF AWARENESS**

- Being non-judgmental
- Being aware of assumptions
- Being open minded

<b>PROCESS = CREATION OF A THERAPEUTIC ALLIANCE</b>
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