

Conversation: it is the start

Relationship

- Entering the room
- Body Language
- Tone of voice
- Energy
- Word Choice

Facts

- Paint a Picture
- Pathophysiology
- Disease process

Control

- Culture
- Simple
- Choice

Stay Away From

- Everything
- “Nothing More We Can Do”

Where to Start:

- “What do you know about....?”
- Change Focus
- Bring Family in the Room

How does silence hurt our patients?

Being Courageous doesn't always mean climbing a mountain, sometimes it means addressing the issues everyone sees but no one speaks about.