

EXPRESSING EMPATHY:

The NURSE Mnemonic



Naming

Identify underlying emotion

"It sounds like you are frustrated."



Understanding

Confirm you understand

"This information helps me understand what you are thinking."



Respecting

Accept their perspective without judgement

"I can see you have really been trying to follow our instructions."



Supporting

Partnership with patient

"We will work together to develop a plan."



Exploring

Specific questions about visit

"Could you say more about what you mean when you say _____?"

abouthealth

IPMA
INTERNATIONAL PAIN MANAGEMENT ASSOCIATION

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