





## Responding to Emotion Communication Drills

NAMING	
 Patient	 Clinician
I've just been going to all these doctor appointments and getting all these tests, and I don't know... (anxious)	It sounds like you're feeling... overwhelmed?
Yes, exactly, so much is going on and I don't know what to do.	
UNDERSTANDING	
No one's telling me what's going on. Is this treatment working or not? (angry)	I can't even imagine what it's like for you to be going through this.
It's just so scary. It's so tough.	
RESPECTING	
Why does my mom need to take two different pills for the same thing? (frustrated)	I can see how important it is for you to be careful with your mom's medications.
Yeah, I just want her to get better.	

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SUPPORTING	
 Patient	 Clinician
I can't believe I have diabetes! How am I going to manage? (disbelief/ fear)	No matter what happens, the diabetes team and I will help you through this.
I just can't believe it. I thought I was eating well.	
EXPLORING	
This is totally unacceptable. (angry)	Tell me more about what you're thinking.
I've been waiting all day for this CT scan to be done, and now you're telling me it'll be even longer. I'm just so tired.	