

WORKSHEET:

Exercises to Practice Developing Communication Skills in Stage 1 of the Consultation

Stage 1:

Initiating the Consultation

1. How important is adequate preparation for a consultation?
What kinds of things do you do to prepare?
2. What are the skills that develop rapport with patients?
3. What are the components of active listening?
4. Discuss possible issues that an accompanying partner or person might raise when attending with a patient.
5. Discuss how issues relating to age, gender, and culture affect the way a consultation might be approached.
6. How do you manage interruptions in the consultation?
7. What phrase or opening question do you usually start the consultation, and how might this influence the consultation?
8. How might age, gender, and cultural issues affect the opening question?
9. When is silence uncomfortable - and why?
10. What makes us decide when to continue listening - and when to start screening for other problems?
11. When should doctors look at notes/ computer records during the consultation?
12. What are some strategies to manage time when you are running late?
13. What do you understand by different styles of questioning and how do they affect the interview at different stages of the consultation.