



Advanced Communication Learning Journal

Date: 27/09/2021

MORNING GRATITUDE

Sophie, for letting me know my first patient had rescheduled last night

SKILL(S) TO PRACTICE TODAY

Introduction statement, 12 roadblocks

EXAMPLES

Kelly R - started with introduction statement, seemed to put him at ease

Sam B - noticed myself using questioning automatically

Charlie T - wanted to give advice straight away, held back initially to ensure I'd understood first

TODAY'S HIGHLIGHT

Bruce K - he felt really heard in his consult, and was very keen to start care!

WHAT COULD I IMPROVE TOMORROW?

Notice if I start feeling defensive when patients seem frustrated, and wait before responding