

The Happy Patient Project

Module 2 Handbook

By The End Of This Module

- Identified your default Social Style: _____
- Thinking of patients or people you know, for each style note down 3 who are clear examples
 - Driver _____ Expressive _____ Amiable _____ Analytical _____
 - Driver _____ Expressive _____ Amiable _____ Analytical _____
 - Driver _____ Expressive _____ Amiable _____ Analytical _____

Versatility

- Made note of the 6 specific behaviours to improve your versatility
 - 1) _____
 - 2) _____
 - 3) _____
 - 4) _____
 - 5) _____
 - 6) _____

By The End Of Module 3

- Identified the social style of 5 new patients:
 - 1) _____
 - 2) _____
 - 3) _____
 - 4) _____
 - 5) _____

Reflect Back - How easy was it to identify their style? How did that influence your interactions with them? Do you think this improved your care and communication? What would you do differently next time?

Duration:

Date completed:

Modified the history, exam, and RoF for 3 patients of each style

Driver Hx _____ Exam _____ RoF _____

Expressive Hx _____ Exam _____ RoF _____

Amiable Hx _____ Exam _____ RoF _____

Analytical Hx _____ Exam _____ RoF _____

Reflect Back - How did you find this exercise? Were there certain styles you found easier or harder to adapt to? What about certain aspects of the visit(s)? For those you found more challenging, what could you have done differently? What did you notice in your patients when you modified your approach?

Duration:

Date completed:

Practised each versatility behavior (areas for growth) consciously with a patient

Ask / Tell behavior #1 _____

Ask / Tell behavior #2 _____

Ask / Tell behavior #3 _____

Control / Express behavior #1 _____

Control / Express behavior #2 _____

Control / Express behavior #3 _____

Reflect Back - How did it feel getting out of your comfort zone? What behaviours were easier, or harder? How confident do you feel in modifying your behaviour? Did you notice any that seemed particularly well received by your patient? Did anything surprise you when practising these? Which behaviours do you feel have the potential for the biggest gains?

Duration:

Date completed:

Time spent on Module 2: