

## Communication and Interpersonal Skills Behavior List

Functions	Sub-Functions
<b>1. Fostering the Relationship</b>	Expressed interest in the patient as a person
	Treated the patient with respect
	Listened and paid attention to the patient
<b>2. Gathering Information</b>	Encouraged the patient to tell his/her story
	Explored the patient's reaction to the illness or problem
<b>3. Providing Information</b>	Provided information related to the working diagnosis
	Provided information on next steps
<b>4a. Making Decisions: Basic</b>	Elicited the patient's perspective on the diagnosis and next steps
	Finalized plans for the next steps
<i>4b. Making Decisions: Advanced</i>	<i>Sub-functions yet to be developed</i>
<b>5a. Supporting Emotions: Basic</b>	Facilitated the expression of an implied or stated emotion or something important to him/her
<i>5b. Supporting Emotions: Advanced</i>	<i>Sub-functions yet to be developed</i>
<i>6. Helping Patients With Behavior Change</i>	<i>Sub-functions yet to be developed</i>