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Techniques of reassurance

Communicating in a multicultural environment

Practical Activity: Techniques of Reassurance

Problem addressed: Avoid misunderstandings

Soft skill: **Communication skill**

Method: **Discussion**

- 1) Discuss the following model.

The four C`s – Improving the doctor-patient-communication

What do you **Call** the problem?

What do you think **Caused** the problem?

How do you **Cope** with your condition?

What are your **Concerns** regarding the problem?

- 2) Analyse the difference between the two doctor-patients consultations. Discuss in your group

<https://www.youtube.com/watch?v=bo4pD6QZkWY>

[from 2:20min to 3:30min and from 5:10min to 10:10min]

- 3) Which additional aspects must be observed in communication with parents?



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