

RESPONDING TO EMOTION

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HOW ARE YOU FEELING?

Uncertain
Upset
Doubtful
Uncertain
Indecisive
Perplexed

Depres
Desper
Deject
Heav

Annoyed
Agitated
Fed up
Irritated
Mad
Critical
Resentful
Disgusted

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bitious
verful
nfidant
Bold
etermined

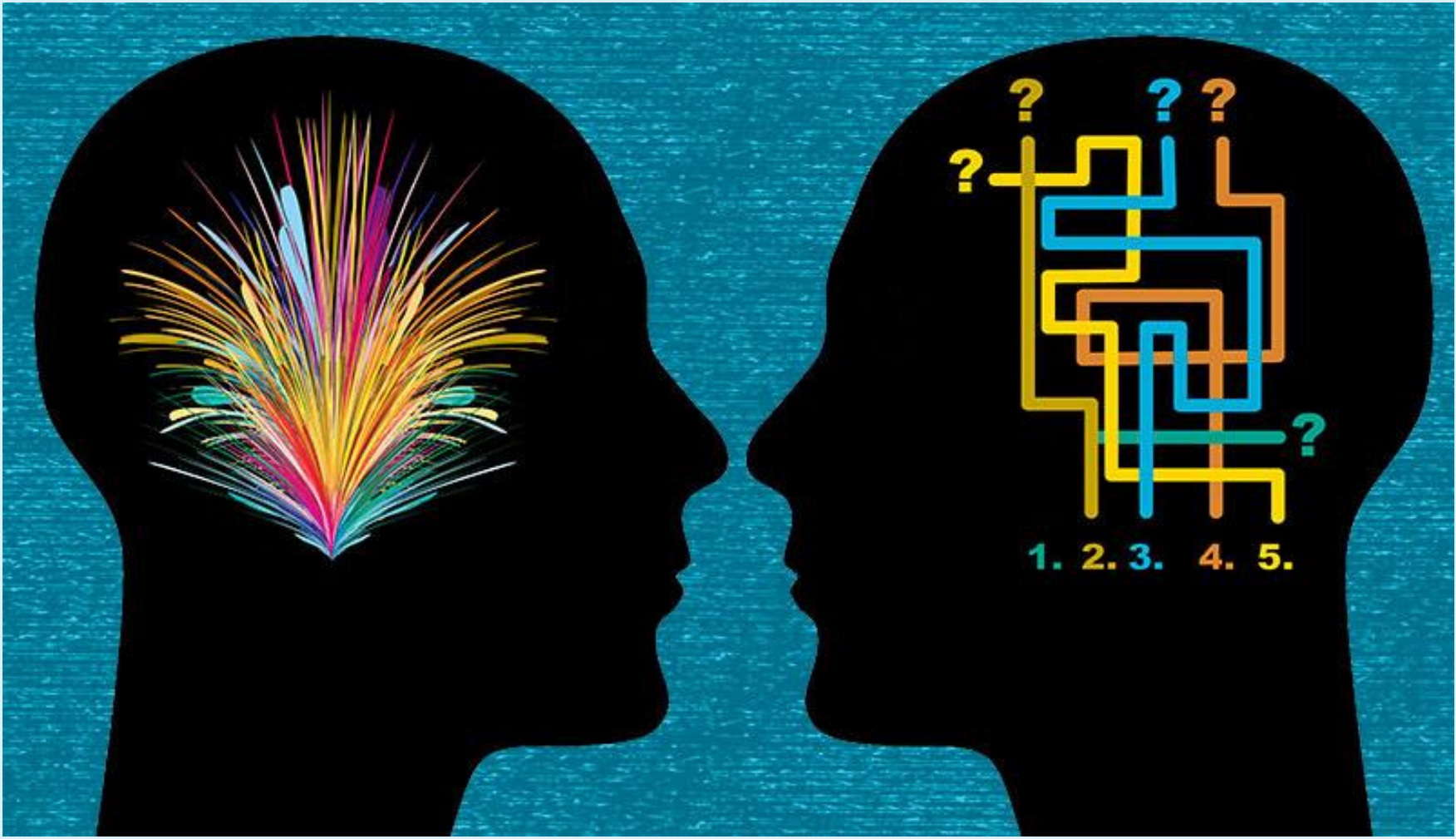
Amused
Delighted
Glad
Pleased
Charmed
Grateful
Optimistic
Content
Joyful
Enthusiastic
Loving
Marvelous

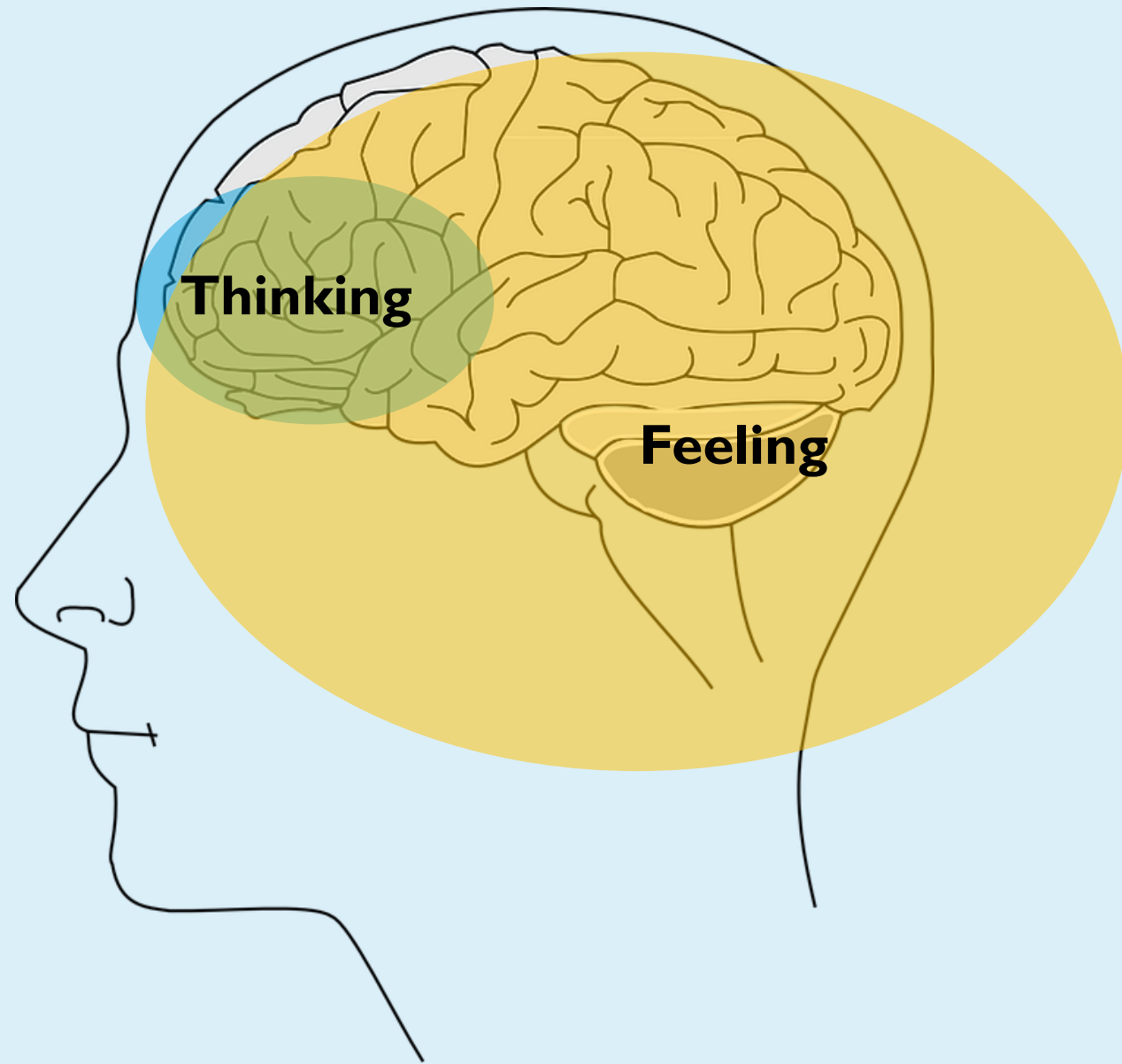
Determined
Inspired
Creative
Healthy
Renewed
Vibrant
Strengthened
Motivated
Focused
Invigorated
Refreshed

OBJECTIVES



- Describe how responding to patients' emotion impacts comprehension and decision-making
- Identify common emotional states after difficult news conversations
- Practice using NURSE skills to respond to emotion





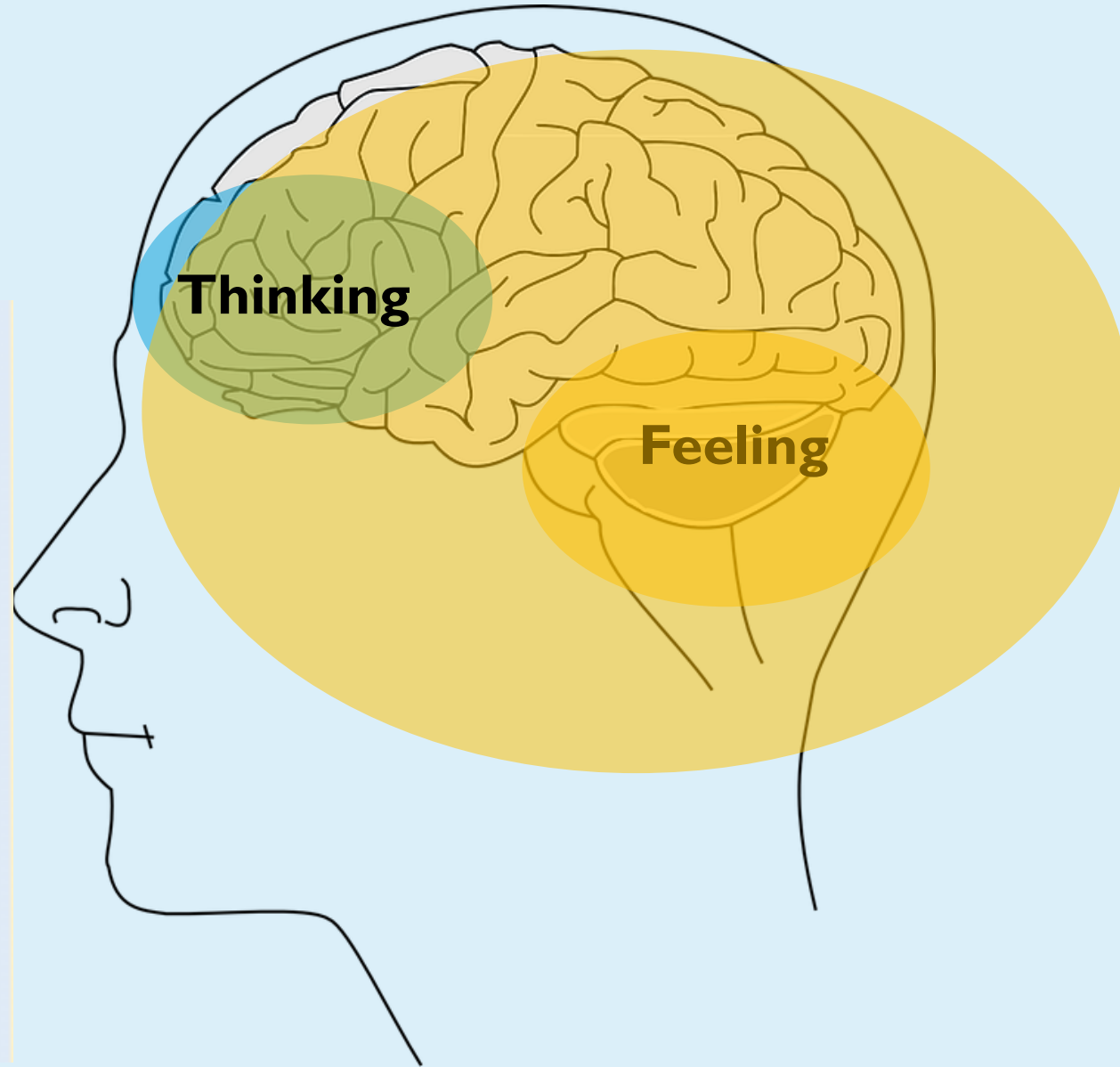
Thinking

Feeling

Uncertain
Upset
Doubtful
Uncertain
Indecisive
Perplexed

Annoyed
Agitated
Fed up
Irritated
Mad
Critical
Resentful
Disgusted
Outraged
Raging
Furious
Livid
Bitter

Depressed
Desperate
Rejected
Heavy
Crushed
Disgusted
Upset
Hateful
Morrowful
Mournful
Weepy
Frustrated



WHY IS IT IMPORTANT FOR US TO
RESPOND TO A PATIENT'S EMOTION?

- Builds rapport/trust
- Helps us understand patients values/beliefs/goals/desires
- Helps move the conversation forward

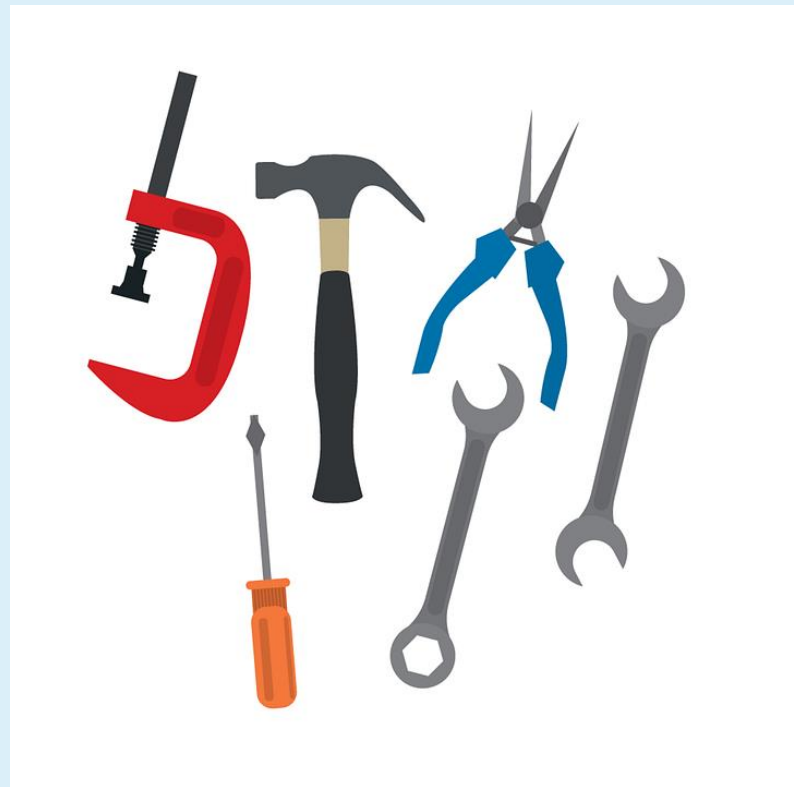
Naming

Understanding

Respecting

Supporting

Exploring




Naming

Understanding

Respecting

Supporting

Exploring



“It’s clear
how
frustrating
this is.”



“You seem
sad.”

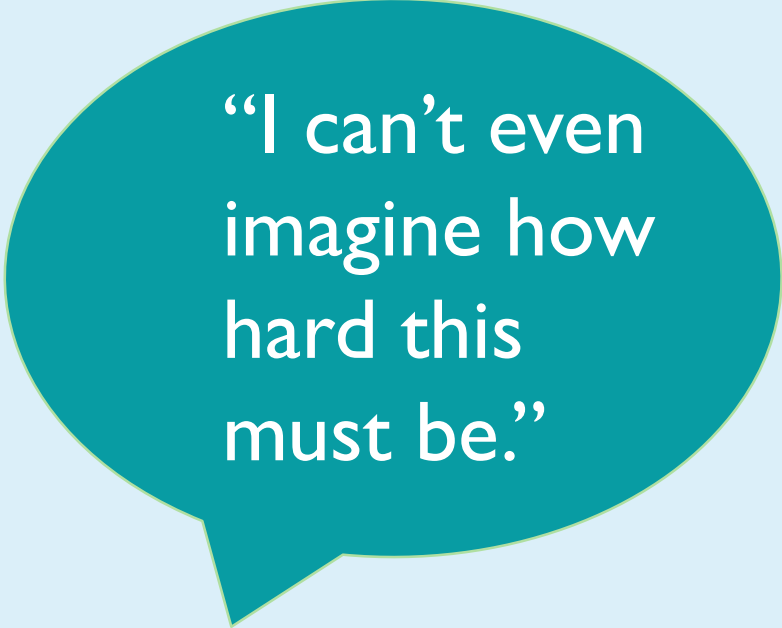
Naming

Understanding

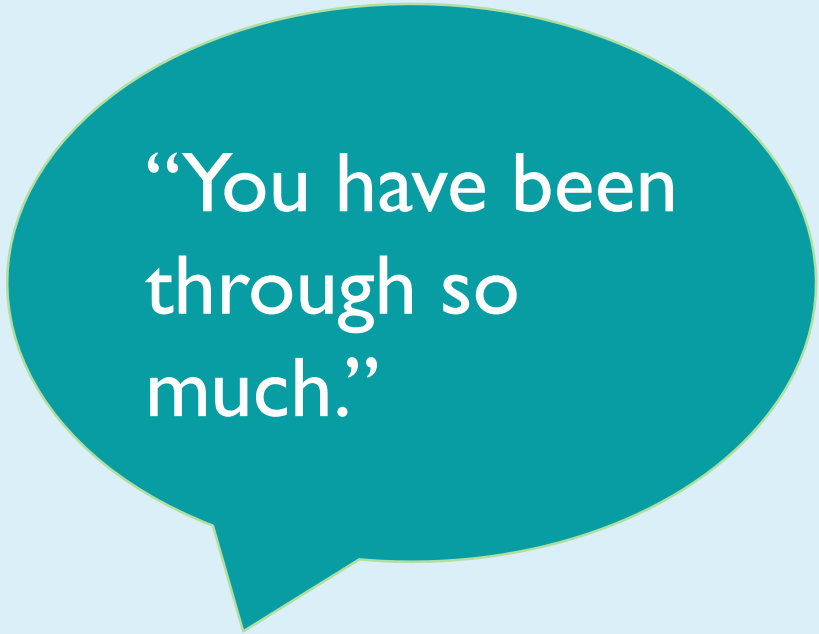
Respecting

Supporting

Exploring



“I can’t even imagine how hard this must be.”



“You have been through so much.”

Naming

Understanding

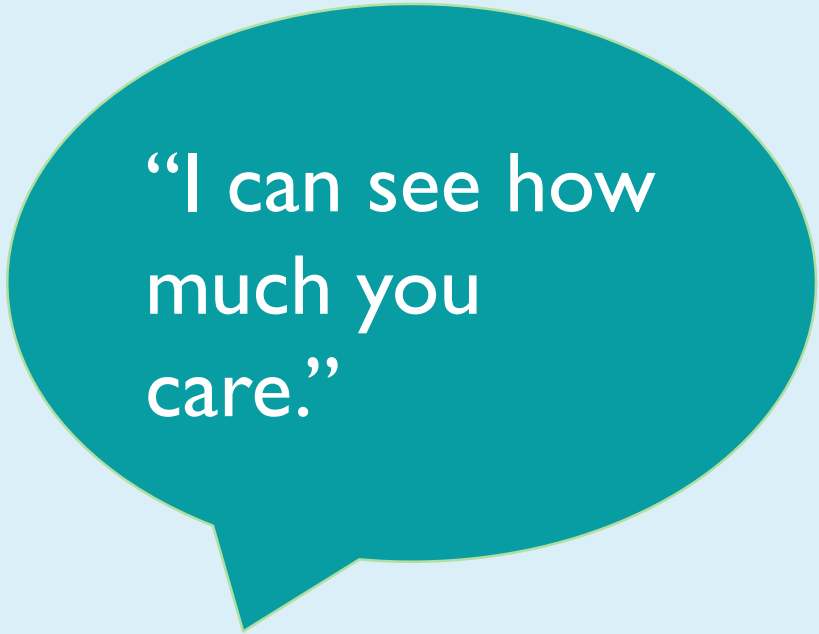
Respecting

Supporting

Exploring



“I’m impressed
by how you
have _____.”



“I can see how
much you
care.”


Naming

Understanding

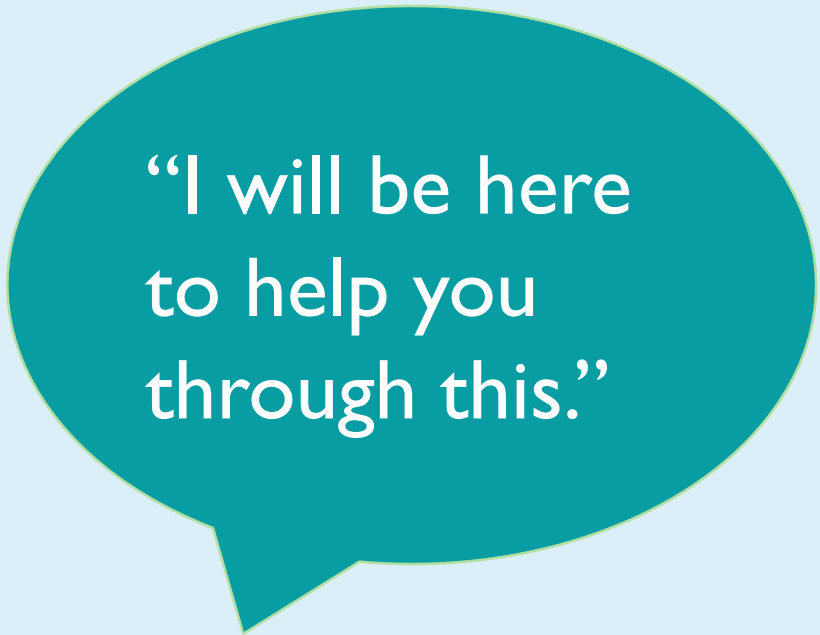
Respecting

Supporting

Exploring



“Our team will be available for you.”



“I will be here to help you through this.”

Naming

Understanding

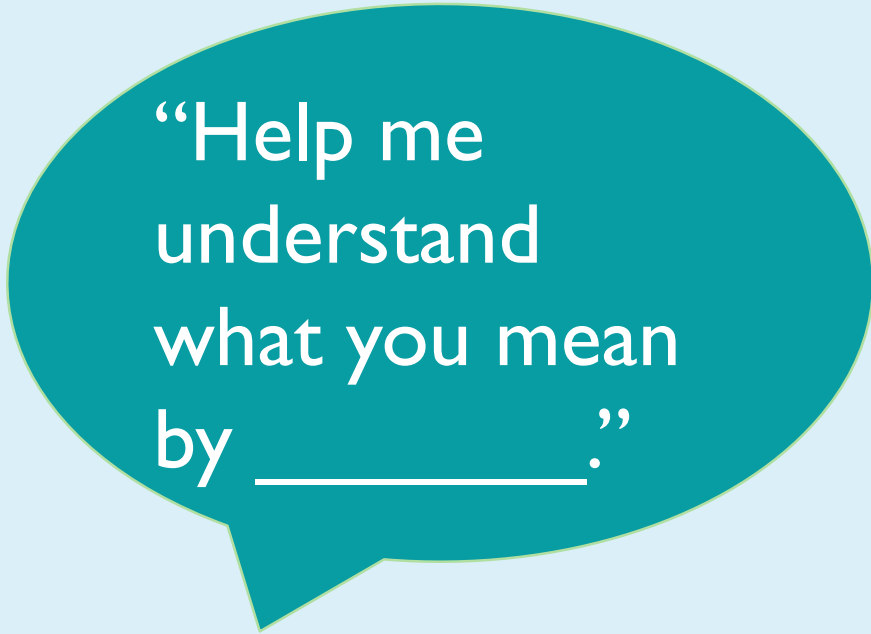
Respecting

Supporting

Exploring



“Tell me more...”



“Help me
understand
what you mean
by _____.”

TIPS FOR RESPONDING TO EMOTION

- Use one tool at a time
- Not every tool is right for every job
- When in doubt about a strong emotion, name the situation
- Sometimes, emotional responses are masked as cognitive questions

LET'S OBSERVE









LET'S PRACTICE

DRILL

- Pat Jackson is a 45 year old with metastatic lung cancer that you are visiting with today. Pat just received the news that the cancer has spread and that there are no further treatments that will offer a cure.

ROUND ONE

- Pat will respond to hearing difficult news by reading a line from the drill cards.
- Each participant will take turns identifying the emotion that Pat may be expressing.

ROUND TWO

- Pat will respond to hearing difficult news by reading a line from the drill cards.
- Each participant will take turns responding to the emotion with a NURSE statement.

References

Adams, K., Cimino, J., Arnold, R., Anderson, W. (2012). Why Should I Talk About Emotion? Communication Patterns Associated with Physician Discussion of Patient Expressions of Negative Emotion in Hospital Admission Encounters. *Patient Education and Counseling*, 89(1): 44–50.

Lieberman, M. D., Eisenberger, N. I., Crockett, M. J., Tom, S. M., Pfeifer, J. H., & Way, B. M. (2007). Putting Feelings Into Words. *Psychological Science*, 18(5), 421–428. <https://doi.org/10.1111/j.1467-9280.2007.01916.x>

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