

Communication and Interpersonal Skills Behavior List

Functions	Sub-Functions
1. Fostering the Relationship	Expressed interest in the patient as a person
	Treated the patient with respect
	Listened and paid attention to the patient
2. Gathering Information	Encouraged the patient to tell his/her story
	Explored the patient's reaction to the illness or problem
3. Providing Information	Provided information related to the working diagnosis
	Provided information on next steps
4a. Making Decisions: Basic	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>
5a. Supporting Emotions: Basic	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>