

Appendix J: Communication and Interpersonal Skills Behavior List

Behavior List

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