

Great conversations



COMMON PRACTICE

commonpractice.com

When discussing work stress,
starting with advice rather
than listening is usually not
received well

Source: Pearlin, L., & McCall, M. (1990). Occupational stress and marital support: A description of microprocesses. In *Stress between work and family*. New York: Plenum Press.



Dan, RN

**Seasons Hospice and
Palliative Care of Delaware**

Person-centered care

Groups that
take turns speaking and
attend to non-verbal cues
are better able to manage
risky topics

Source: Woolley, A. W., Chabris, C. F., Pentland, A., Hashmi, N., & Malone, T. W. (2010). Evidence for a Collective Intelligence Factor in the Performance of Human Groups. *Science*, 330(6004), 686-688. doi:10.1126/science.1193147

Task: “Can I get something for my nausea?”

Relational: “We’ll get through this together.”

Identity: “I want to try this on my own.”

Source: Caughlin, J. P. (2010). Invited Review Article: A multiple goals theory of personal relationships: Conceptual integration and program overview. *Journal of Social and Personal Relationships*, 27(6), 824-848. doi:10.1177/0265407510373262



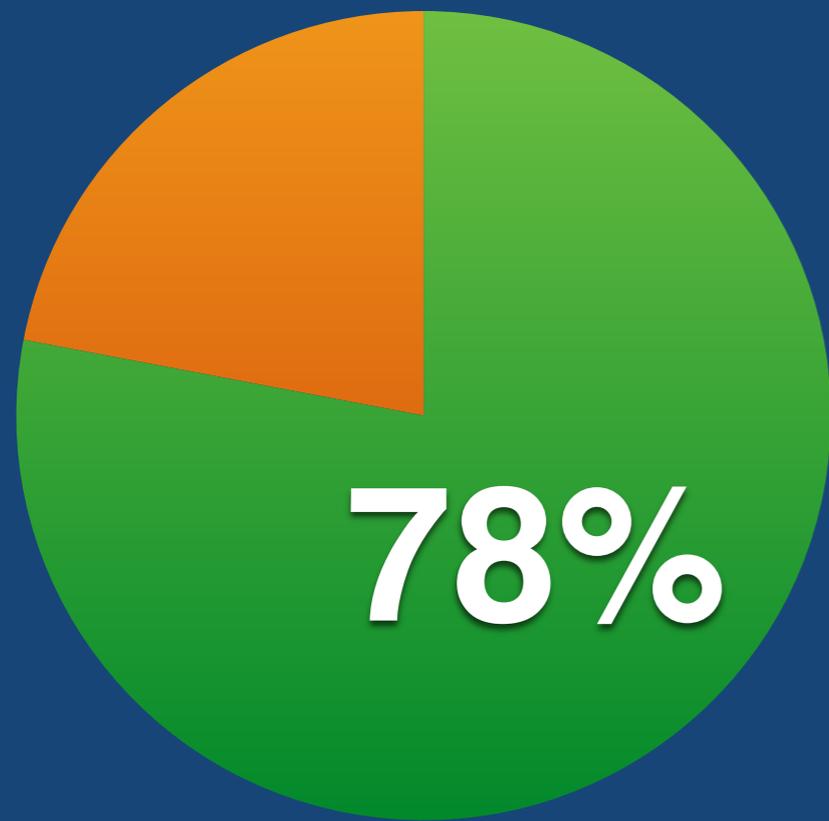
GREAT CONVERSATIONS START WITH *Hello*



“The game experience was a positive, satisfying, and enjoyable activity for participants.”

Source: Scoy, L. J., Reading, J. M., Scott, A. M., Green, M. J., & Levi, B. H. (2016). Conversation Game Effectively Engages Groups of Individuals in Discussions about Death and Dying. *Journal of Palliative Medicine*, 19(6), 661-667. doi:10.1089/jpm.2015.0390





78% of people who played “Hello” went on to perform an advance care planning activity



QUESTION 11

In order to provide you with the best care possible, what three non-medical facts should your doctor know about you?

Thursday, May 26 2016

RN: Rima

CNA: Yaina

Team director: D

QUESTION

In order to provide you with the best care possible, what three non-medical facts should your doctor know about you?

Loved to sing

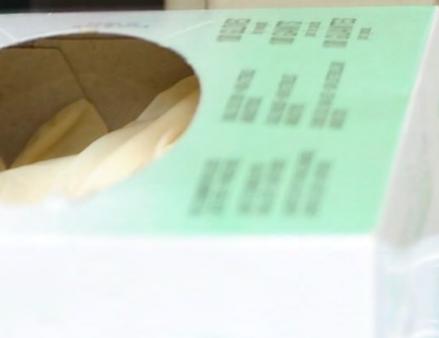
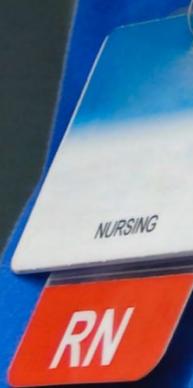
Loves food

Has son graduating

school on 6/9



Automatic Dispenser





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