

Verbal Techniques	Benefits	Examples
FOCUSING QUESTIONS Focused and seeks a particular answer, usually answers and often asks a yes or no or one to two word answer.	Provides a very specific answer to a very specific question.	Nurse: How did you do? Nurse: How many children do you have? Nurse: How long a distance did you travel in the past 3 years?
OPEN-ENDED QUESTIONING Does not require a specific answer and cannot be answered by yes, no, or a short word response; usually begin with words like how, what, can you tell me about, or what was.	Allows the patient to elaborate freely, and if it cannot be helped, still to the patient's thoughts or about reflecting the response.	Nurse: How do you feel about having surgery tomorrow? Nurse: How do you feel about your husband? How are things changing different from before the surgery? Nurse: How do you feel about having surgery tomorrow?
REASSURING Reassuring to the patient about the nurse believes to be the right path but the patient is trying to communicate, even if voice does nothing at the end of the phrase or following a question.	Helps the patient know if the nurse heard what was said, encourages the patient to offer additional information.	Patient: I'm not sure how I will manage the hospital when I get home. My husband will support me for the reading and driving just like always, and I don't think I'll be able to do so well after the surgery. Nurse: Your husband will support you to do the reading and driving when you get home? Patient: Yes, I don't know how comfortable how difficult the surgery has been for me, and how much rest will I get.
PARAPHRASING Reiteration of the patient's message in the nurse's own words.	Verifies the nurse's interpretation of the message received.	Patient: I wish I was having a general anesthetic instead of a spinal. My neighbor had a relative who had a spinal anesthetic and never had any pain. Nurse: Was it an anesthetic that you might have complications from the spinal anesthetic? Patient: I don't see. Nurse: I can feel the anesthesiologist come to do you when you have the tube and breathe of a general anesthetic, would that be helpful? Patient: Oh, yes, thank you, do that, please!
CLARIFYING Seeks to understand the patient's message by asking for more information or for clarification or a question, dependent on a question or statement followed by a clarification or paraphrasing of some of the patient's message.	Allows the patient to clarify that the message received is accurate, particularly useful when the message is ambiguous or not easily understood.	Nurse: How are you getting along with the new blood pressure medication? Patient: Well, the doctor told me to take one every day, but they are so hard to swallow. The only time taking them every other day is better as the swelling goes away. Nurse: Let me make sure I understand this correctly, the cost of the medication is keeping you from being able to take it every day? Patient: Yes, I just can't afford it on my fixed income.
FOCUSING The nurse encourages the patient to extend one topic over another as the primary focus of discussion.	Allows the nurse to gather more specific information about the patient's message in the region; facilitates on specific data.	Patient: Don't doctors give me any medicine. This has been the pain for 3 days I almost died! Nurse: How you doctor tell me as completely as you can, what you experienced the last time or when given medicine?
REFLECTING Asks the patient to reflect on their feelings and thoughts rather than seeking answers and advice from another.	Encourages independent decision making, allows patient to see that his ideas and thoughts are important.	Patient: Sometimes I think my family is falling apart. All we ever do is fight and argue. My dad don't take responsibility for his actions, much less help out a word that helps. His wife and the husband have, and we all end up in a blame the game with everyone finding the fault. What should I do? Sometimes I just don't want to get up. Nurse: What do you think you should do? Patient: I don't know, I would like for you to get something, but it's affecting my husband and I fear it is. Nurse: Have you discussed this with him? Patient: No, I suppose that is where I need to start.