

Communication Models: Responding to emotional cues

The NURSE mnemonic

N

Name it

"...it sounds like you've been worried about what's going on..."

U

Understand the core message:

"... if I understand you correctly, you are worried about what to say to your family and how they will react ..."

R

Respect / Reassurance at the right time:

"... I'm really impressed that you've continued to be independent ..."

S

Support:

"... would you like me to talk to your family about this ..."

E

Explore:

"... I notice that you're upset, can you tell me what you're thinking?"

Based on the NURSE mnemonic in: Back A, Arnold R, Tulsy J. Mastering communication with seriously ill patients: balancing honesty with empathy and hope. Cambridge University Press; 2009 Mar 2.

