

Tools To Support Conversation - The SCA™ Toolkit

ACKNOWLEDGE COMPETENCE
Golden Rule: Make your patient feel good

REVEAL COMPETENCE

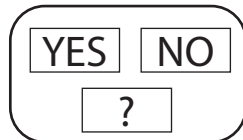
Help your patient to reveal what they know, think, and feel

IN

Is the topic clear?



Use Gesture



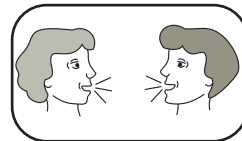
Use Yes/No/
Maybe/Don't Know



Ask for Clues

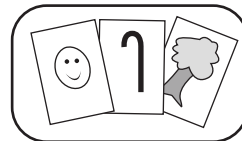
OUT

How will your patient/client tell
you what they know?



Simplify language
Use slow-normal rate

HOW?



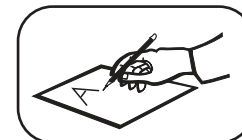
Show Pictures

VERIFY

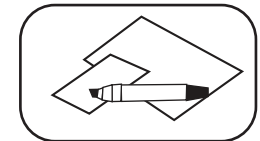
Is the conversation "on track" from the
perspective of your patient/client?



Use Drawing



Use Writing



Use Paper & Marker