

Types of Questions:

WHAT is happening? **WHAT** will happen to my family member?

Displays: Impatience, keeps their distance, blunt and to the point, non - emotional.

Helpful responses:

Be clear, specific and brief—explain **WHAT** will be occurring and how to navigate the changes. Stick to the facts and known data.

Present information logically.

Types of Questions:

WHO is in charge? **WHO** will be with my family member? **WHO** will let me know if there is a condition change?

Displays: Engaging, talkative, emotional.

Helpful responses:

Explain **WHO** will be keeping family informed. Understand the frustration and heightened emotions.

Smile, be friendly and resist hugs! Keep your distance.

Types of Questions:

HOW will I see my family? **HOW** will I get information about my family member?

Displays: Asks for pointed information, looks for data not stories, non-emotional.

Helpful responses:

Be straightforward—explain **HOW** communication will occur and **HOW** to navigate the changes.

Give lots of details and stick to the facts.

Types of Questions:

WHY can't I be with my family? **WHY** are you blowing this out of proportion? **WHY** do I have to wait outside?

Displays: Need to understand **why**, reluctant to speak up in groups, can be emotional.

Helpful responses:

Explain the **WHY** to their questions. Until they understand **WHY**, they can not be satisfied. Be prepared to allow time for processing and more questions. Stay steady and calm.

Conflict Resolution Protocol

Independent thought exercise before engaging the other party / parties.

1 **THINK** Get the facts

2 **RELATE** Put yourself in the other person's shoes

Dependent exercise where all parties are engaged and calm. Revisit steps 1 and 2 again if parties do not mutually understand each others position.

3 **SOCIALIZE** Communicate and engage

Solution: Satisfies current situation.
Prevents same conflict in the future.

4 **DO** Act together to move forward

* Organizations template for personal use and third-party intervention

INTENTIONAL COMMS CARD FOR HEALTH CARE PROFESSIONALS