## Self-Critique of Communication Effectiveness

Clinical Encounters

Select a Resident						
	<b>‡</b>	)				
		Year of ti	raining: *			
		PGY				<b>†</b>
Date of recording *						
/						
MM DD YYYY						
Was this the first or second recording of the se	ession?	Gender o	f the patien	t: *		
*	•					
	<b>*</b>					
New patient or established patient to you: *		Age of th	e patient: *			
New or Established?	<b>‡</b>					
I assessed the credibility of the patient  I knew my patient's education level and		2	3	4	5	N/A
adjusted my words accordingly	1	2	3	4	5	-
A clear agenda was stated and I invited the patient to help finalize it	1	2	3	4	5	0
I created a safe, comfortable environment for the patient to express himself/herself freely		2	3	4	5	0
<b>Delivery</b> Never=1 Sometimes=2 Often=3 Frequently=4 Alv	vavs=5 N/	A=Not Annli	cable *			
	1	2	3	4	5	N/A
I used VOICE effectively : (rate, pauses, tone, pitch, volume, articulation)		2	3	4	5	0
I used LANGUAGE appropriately (grammar,			0			

sentence structure)	1	2	3	4	5	_
I explained concepts/facts/key points CLEARLY	1	2	3	4	5	0
I used HUMOR effectively (other means/methods of communication)	1	2	3	4	5	0
I used STORIES FOR ILLUSTRATION OR EMPHASIS effectively (other means/methods of communication)		2	3	4	5	0
I used PICTURES effectively (other means/methods of communication)	1	2	3	4	5	0
I used WRITTEN MATERIALS effectively (other means/methods of communication)		2	3	4	5	0

## Understanding

Never=1 Sometimes=2 Often=3 Frequently=4 Always=5 N/A=Not Applicable \*

	1	2	3	4	5	N/A
I asked helpful questions effectively TO GATHER KEY FACTS		2	3	4	5	0
I asked helpful questions effectively TO DETERMINE IF THERE WAS AGREEMENT/ DISAGREEMENT WITH THE DIAGNOSIS AND TREATMENT PLAN		<u>O</u> 2	3	<u></u>	5	0
I facilitated mutual understanding by using: SUMMARIZATION & CHECKING FOR AGREEMENT		2	3	4	5	0

## Non-Verbal

Never=1 Sometimes=2 Often=3 Frequently=4 Always=5 N/A=Not Applicable \*

	1	2	3	4	5	N/A
I accurately identified the emotional state at the outset and during the course of the conversation in MYSELF		2	3	4	5	0
I accurately identified the emotional state at the outset and during the course of the conversation in OTHERS PRESENT		2	3	4	5	0
I responded appropriately to the patient's emotional reaction that unfolded during	0	0	0	0	0	0

he conversation		2	3	4	5	_
elf-Awareness for Adjusting and Improving ever=1 Sometimes=2 Often=3 Frequently=4 Al	ways=5 N//	A=Not Applic	cable *			
	1	2	3	4	5	N/A
was able to effectively steer or re-direct he conversation back to the agenda		2	3	4	5	0
was able to offer differing viewpoints without escalating the emotional tenor of the conversation		2	3	4	5	0
was able to apologize when I had created confusion or was in error		2	3	4	5	0
ve 1-2 examples of something you did well	during this	encounter.	*			
ve 1-2 examples of something you did well o				ncounter. *		
	ve done di	ifferently du	iring this ei		ng the form	
ve 1-2 examples of something you would ha	ve done di	ifferently du	iring this ei		ng the form	
ve 1-2 examples of something you would ha	ve done di	ifferently du	iring this ei		ng the form	