



Facilitative skills

Goldberg et al 1993. Wilkinson 1999.
Maguire et al 1996. Zimmerman et al 2003

- Picking up cues
- Open questions
- Open directive questions
- Summarising
- Educated guesses
- Acknowledging / reflection / paraphrasing
- Checking
- Clarifying
- Exploring
- Empathy
- Psychological focus
- Listening
- Pauses
- Minimal prompts
- Appropriate information
- Tailored information (chunking and checking)
- Appropriate reassurance
- Screening
- Jargon free

Cues:

- A verbal or non-verbal hint which suggests an underlying unpleasant emotion which would need clarifying by the healthcare professional
Del Piccolo et al 2006
- Facilitative questions linked to cues increase the probability of further cues and are key to a patient-centred consultation
Zimmerman et al 2003