

Tending to Emotion

NURSE – verbal responses to emotion

When you are giving serious news to patients and families, it's important to recognize and respond to emotion empathically. This can be done non-verbally (eye-contact, leaning in) and verbally.

N Name the emotion

"You seem really frustrated/overwhelmed/sad/upset."

U Understand statements

"I cannot imagine what you are going through. We hoped his kidneys would start working."

R Respect the family

"You have asked lots of good questions."

S Support the family

"I will continue to work with you to figure out the next steps."

E Explore with questions

"Could you tell me more about what you are thinking?"