

# HEALTH STAFF COMMUNICATION SKILLS

When providing adherence support to pediatric patients and their caregivers, it is important that healthcare educators use good communication skills. Health professionals providing adherence and psychosocial training should be:

- ***Good listeners***

Do not interrupt. Allow silent pauses. Be aware of your body language. Maintain eye contact. Ask questions that encourage patients and caregivers to express their thoughts and feelings.

- ***Friendly***

Have a warm demeanor; ensure that patients and their caregivers feel welcome.

- ***Well-informed***

Be sure that you have current and accurate information about the care available in your setting. Provide correct information; check if unsure. If necessary, refer to colleagues to ensure that correct information is given at all times.

- ***Non-judgmental***

Treat all people with respect and dignity. Do not make assumptions. Do not assign blame. Remember that our primary goal is to help children and their families.

- ***Empathetic***

Make a real effort to understand the children's and caregivers' perspectives. Respond in a way that tells the children and caregivers that their thoughts and feelings have been heard. Respond with understanding and do not try to minimize or change the person's feelings.