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| **What’s going on:**  Observe, describe, non-judgmentally  You? Patient/Co-worker  Emotional/Vulnerabilities  HALTSSSS | **HINT:**  Am I addressing the EMOTION or the situation?  No explanation or justification or sharing facts.  Less is more. | **What’s getting in the way?**  Not accepting what we hear.  Trivializing the problem  Justifying ourselves  Quick to solve the problem  Wanting to be right  Focusing on the secondary emotion  Focusing on the behaviour (thorns)  Judging  Thinking we are approving, and it will continue |

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| **What’s going on? What Happened?** | **What was said? What did we see?**  **What are the feelings?** | **What can we validate?**  **What do we say?** |
|  | **Patient** | **Validate** |
| **Physiotherapist** | **Validate** |
| **Other?** | **Validate** |