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| **What’s going on:**Observe, describe, non-judgmentallyYou? Patient/Co-workerEmotional/VulnerabilitiesHALTSSSS | **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 problemJustifying ourselvesQuick to solve the problemWanting to be rightFocusing on the secondary emotionFocusing on the behaviour (thorns)JudgingThinking 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** |