

Healthcare

Speaking strategies goal-setting

Purpose

This goal-setting sheet can be used to decide which strategies you want to develop at work.

Instructions

This resource can be used with [Healthcare: Making clients feel comfortable](#), which includes a detailed teaching and learning sequence in the context of meeting new healthcare clients.

Speaking Strategies Goal-Setting

Step 1: Tick 3 of the strategies below that you want to improve

- Find out the name the client would prefer you to use.
- Use small talk, for example, ask about the client's hobbies or interests.
- Stand or sit at the same level as the client.
- Use simple, clear sentences and check for understanding.
- Use pictures or diagrams to illustrate what you are saying.
- Involve the client in decision-making about care.
- Give encouragement.
- Use a cheerful tone of voice and remember to smile.
- Respond and give feedback to show interest in the things that the client tells you.
- Make and keep eye contact so that the client can see you are focused on them.

Step 2: Now complete the chart and make a plan

Who will you practise these strategies with at work? (clients, colleagues, management?)

How will you know if the strategies are helping?

Step 3: After a week, review this goal-setting sheet with a colleague and talk about how these strategies are helping your relationships at work