

Healthcare

Speaking strategies

Purpose

This list of speaking strategies on page 2 can be used as prompts for learners to evaluate the speaking strategies they currently employ.

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 for Making a Client Feel Comfortable



Complete the sentences by using a word from the table.

simple	small talk	encouragement	diagrams
cheerful	eye contact	decision-making	
prefer	level	feedback	

- a) Find out the name the client would _____ you to use.
- b) Use _____, for example, ask about the client's hobbies or interests.
- c) Stand or sit at the same _____ as the client.
- d) Use _____, clear sentences and check for understanding.
- e) Use pictures or _____ to illustrate what you are saying.
- f) Involve the client in _____ about care.
- g) Give _____.
- h) Use a _____ tone of voice and remember to smile.
- i) Respond and give _____ to show interest in the things that the client tells you.
- j) Make and keep _____ so that the client can see you are focused on them.