

Appendix G: Communication and Interpersonal Skills

(Modified from the NBME website)

Communication and Interpersonal Skills

Behavior List

| Functions | Sub-Functions |
|--------------------------------------|---|
| 1. Fostering the Relationship | <ul style="list-style-type: none">• Expressed interest in the patient as a person• Treated the patient with respect• Listened and paid attention to the patient |
| 2. Gathering Information | <ul style="list-style-type: none">• Encouraged the patient to tell his/her story• Explored the patient's reaction to the illness or problem |
| 3. Providing Information | <ul style="list-style-type: none">• Provided information related to the working diagnosis• Provided information on next steps |
| 4. Making Decisions: Basic | <ul style="list-style-type: none">• Elicited the patient's perspective on the diagnosis and next steps• Finalized plans for the next steps |
| 5. Supporting Emotions: Basic | <ul style="list-style-type: none">• Facilitated the expression of an implied or stated emotion or something important to him/her |