

Activity worksheet:

Initiating difficult conversations with clients

- Use this activity sheet to help **gather your thoughts** when planning ahead for the more difficult conversations you need to have with clients. It may not take long, but can help you gain perspective and inform how best to proceed. The **pre-planner factsheet** can give some ideas about the things you might want to consider.
- Consider what **actions** you might take, i.e. sharing your concerns with others, and whether each action is 1-to-1, or with others. If it's a shared conversation with a member of the multi-agency team, consider completing the activity sheet together.
- How might the information and tools in the communication section of the main toolkit help you engage well with clients around their end of life care needs?

<p>What do I want to talk about, and why now? <i>e.g. notable changes in health; client's wishes and hopes, concerns about managing care in the project</i></p> <p>What do I hope to get from the conversation? <i>e.g. a better understanding of how they are managing; that they feel comfortable letting me and others know what matters to them</i></p> <p>What might be difficult for me? <i>e.g. not feeling skilled or confident enough to have conversations about death and dying, worried about not being able to fulfil their wishes, not knowing enough about end of life care. Who can help you?</i></p>	<p>Thoughts and actions</p>
<p>What might the client hope to get from the conversation? <i>e.g. a sense of being listened to; being in control of any outcomes or decisions arising from the conversation</i></p> <p>What might be difficult for the client? <i>e.g. living with an uncertain illness trajectory; fear of dying; or expressing strong emotions i.e. blocking them out</i> <i>How might these difficulties influence how you interact with the client?</i></p>	<p>Thoughts and actions</p>
<p>Multi-agency response? <i>e.g. who is best placed to initiate the conversation – you, another member of the multi-agency team or as a shared effort?</i></p>	<p>Thoughts and actions</p>