

NURSE LEADER ROUNDING: QUICK TIPS FOR RESPONDING TO EMPATHY CUES

When a patient appears upset or despondent, or makes a statement indicating they feel hopeless or need help, respond to their “empathy cue” by saying one of the following statements:

- I hear (or see) you are upset. I can see this is hard for you.
- It seems like you are pretty upset. I do want to help you.
- I can tell by how you’re telling this story that it was really hard for you. I’m here for you now.

If the patient starts to escalate, state:

- I notice you are raising your voice at me. I do want to address your needs. I also do want you to realize that your behavior is not acceptable at our organization.

OR

- I sense you are getting angrier; I don’t want that to be in the way of me helping you now. What can I do to help you right now?

General Tips:

- Imagine this was you or a loved one.
- Focus on what you can do to help versus what you can’t do.
- Make a final statement of support if patient or other individual is still not responding.

