

## Communication Models Responding to emotional cues

### The NURSE mnemonic

---

#### **N** - Name it

*“...it sounds like you’ve been worried about what’s going on...”*

#### **U** - Understand the core message:

*“...if I understand you correctly, you are worried about what to say to your family and how they will react...”*

#### **R** - Respect /Reassurance at the right time:

*“...I’m really impressed that you’ve continued to be independent ...”.*

#### **S** - Support:

*“... would you like me to talk to your family about this...”*

#### **E** - Explore:

*“... I notice that you’re upset, can you tell me what you’re thinking?”*

The NURSE mnemonic has been reproduced from Back A, Arnold R, Tulsy J. Mastering communication with seriously ill patients: balancing honesty with empathy and hope. Cambridge University Press; 2009 Mar 2.