

## HIV and communication skills for practice: answers to self-assessment quiz

1. Face-to-face, phone, email, letter, text, MDT
2. Verbal, non-verbal, listening, questioning, written
3. Listening, reflecting back, body posture, eye contact, clarity, honesty
4. Closed and open
5. Environmental, conflict, language, disability, mental/emotional stress, perception and cultural
6. Noisy environment, lack of privacy and confidentiality, visual distractions in a cluttered environment, poor preparation of the subject matter or a lack of background knowledge, lack of silence or pauses in the consultation, poor timing of appointment, feeling rushed – either the patient or the nurse
7. Conflict resolution, emotional intelligence, motivational interviewing, advanced communication skills
8. Recognising early warning signs of conflict, be proactive, actively listen, remain calm, clearly identify the problem, manage the conflict
9. Bring patients back into the present, change the dynamic of the conversation, looking at the 'here and now', help the patient see more clearly, opportunity to air any anxieties, doubts or challenges
10. A professional practice requirement for all registered nurses, offers opportunities for reflection on difficult conversations, clinical supervision is a vehicle with which serious concerns can be escalated to the appropriate level