

Seven Cs at a glance

BE COURAGEOUS

Remember, being courageous is about choosing to communicate emotionally and ask yourself questions. It's about not being scared to ask questions you can't anticipate the answer to.

CONNECT EMOTIONALLY

It's empowering to allow individuals to tell us how they feel. And for them to hear how you feel. Sometimes you don't have to fix it. The fact that the person has been heard is part of the fixing.

BE CURIOUS

Being curious will help you to avoid making assumptions. Being curious will get you asking questions. Ask yourself, what strikes me about this situation – what do I need to know? Ask yourself, how has the person reacted to what I've just said?

CONSIDER OTHER PERSPECTIVES

You can't put yourself in someone else's shoes. Never assume you know what the other person thinks or feels. Everyone is different – you've got to ask.

COLLABORATE

The patient is the expert of their own experience. Use their knowledge. You don't have to be the expert of everything. Ask questions. Understanding what is important to the patient leads to positive health outcomes. Forming a partnership is really important for people with long-term conditions.

COMPROMISE

Find out what is important to a person. By compromising you will feel as if you have co-created something – a shared plan.

CELEBRATE

Celebrate the things that are working well. Notice in the moment (even small things) what you value and say it out loud. Surprise people by praising good language.

