# Employee Communication Skills Audit

## Using RELATE and Language of Caring

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<th>Employee</th>
<th>Auditor</th>
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### LOC W/RELATE

#### REASSURE

- If entering patient room will knock and pause briefly before entering. (Gels hands)
- Introduce yourself and background (personal script):
  - Smiling, eye contact, acknowledge patient & family
  - Name badge visible, proper attire

#### EXPLAIN

- Explain purpose of visit
- Ask patient if they have any questions before you proceed with task
- Explain next steps after task is completed

#### LISTEN

- Employee takes time to listen for questions or concerns
  (LOC: , POP - eye contact, facing patient, engaged facial expressions, no multi-tasking)
- Employee does not appear rushed (LOC: POP)
- Employee responds to concerns with empathy and a sense of urgency if applicable (LOC: , AF)
- Employee asks for clarification when necessary
- Employee sits whenever possible (LOC: POP)
- Employee body language is appropriate (LOC: POP)

#### ANSWER QUESTIONS

- Employee answers any questions and addresses concerns when necessary (LOC: , AF)
- Employee will check to ensure that they have answered all questions to the patient’s satisfaction before leaving

#### TAKE ACTION

- Employee completes their task in a timely and professional manner
- Employee will apologize if there have been any delays or task was not completed as expected (LOC: BA)

#### EXPRESS APPRECIATION

- Employee closes the encounter in a warm and caring manner (LOC: )
- Employee will ask if the patient wants their door/curtain closed
- Employee thanks patient

### OVERALL

Employee displays solid LOC skills

### KUDOS - Did Well

| Opportunities for Improvement |
|------------------------------|---|
|                             |   |

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Key: Heart-Head-Heart™, POP: Practice of Presence  
AF: Acknowledging Feelings, BA: Blameless Apology

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