

COMFORT™ SM Communication Curriculum

Module	Communication Processes
Communication	<ul style="list-style-type: none">• Understanding the patient's story• Recognizing task and relationship practices
Options and opportunity	<ul style="list-style-type: none">• Gauging health-literacy levels• Understanding cultural humility
Mindfulness	<ul style="list-style-type: none">• Engaging in active listening• Understanding nonverbal communication• Being aware of self-care needs
Family	<ul style="list-style-type: none">• Observing family communication patterns• Recognizing caregiver communication patterns• Responding to the varying needs of family caregivers
Openings	<ul style="list-style-type: none">• Identifying pivotal points in patient/family care• Finding common ground with patients/families
Relating	<ul style="list-style-type: none">• Realizing the multiple goals for patients/families• Linking care to quality-of-life domains
Team	<ul style="list-style-type: none">• Developing team processes• Cultivating team structures• Distinguishing successful collaboration from group cohesion