

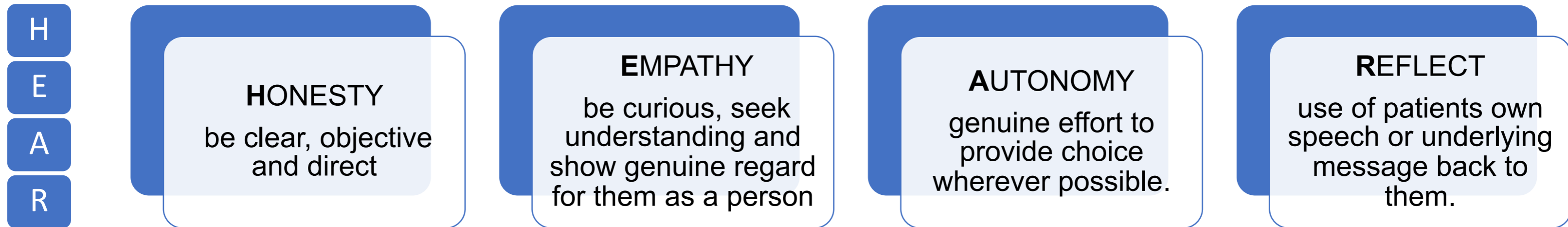
COMMUNICATION

THE SITUATION

In the face of the COVID-19 crisis NHS staff will face situations in which they will encounter difficult communication. This may be patients who are scared and anxious about the getting/having the virus, family members upset that they cannot be with loved ones, patients refusing to adhere to rules, having to deliver bad news to patients and their families or even disagreements with other staff members whilst working under such high pressure and uncertain circumstances.

THE SCIENCE

Based on extensive research and training in the police, military and intelligence contexts on how to deal with difficult individuals including terrorism suspects. We outline four key skills that can enable effective communication:



More information:

<https://www.liverpool.ac.uk/project-ares/>