Module 13, Handout 1

Staff statements

Applying the communication skills training to practice

## **Statement 1**

“Smoking is the least of their problems. Dealing with their mental illness is the priority?

*How might you respond:*

## **Statement 2**

“It’s the only thing they have control over.”

1. “

*How might you respond:*

## **Statement 3**

“The patient is violent and aggressive, come back when he is stabilised.”

*How might you respond:*

## **Statement 4**

## *“It’s not our job to be the smoking police.”*

*How might you respond:*

## **Statement 4**

## *“What is your role exactly?”*

*How might you respond:*