



Unit 4 - Key Takeaways - Negotiation skills

CLEAR, HONEST COMMUNiCATION

- Make sure the parent fully understands the situation, including the reasons for the procedure, the potential risks, and the benefits.

RESPECT AND EMPATHY

- Acknowledge their concerns and validate their emotions.

SUPPORT AND GUIDANCE

- Offer resources, give them space to think, and encourage questions.

