



SimPRENA

Unit 6 - Techniques for Developing Assertive Behaviour

Challenging Situation

Human-Centered Response

Method Applied

Patient makes repeated demands for medication/tests

"I hear how important this is to you. I need to ensure what we choose is safe and appropriate, so let's review your options together."

Empathic Assertion

Patient is upset or blaming staff

"I feel concerned when conversations become heated, because I want to give you my full attention. Let's take a moment so we can talk calmly."

"I" Statement + Boundary Setting

Patient insists on something not clinically appropriate

"I'm not able to provide that treatment, but what I can do is discuss safe alternatives that may help with your symptoms."

Positive Framing / Redirection

Patient raises their voice or uses disrespectful language

"I understand this is frustrating. I want to help, but I can only continue the conversation if we speak respectfully."

Compassionate Boundary Setting

Patient resists advice or plan

"It sounds like you're not sure about this option. What's most important to you in your care? Let's see if we can find an approach that works for both of us."

Collaborative Problem-Solving

Patient feels unheard or dismissed

"I can see this matters a lot to you. Could you share more about your concerns so I understand fully before we decide next steps?"

Empathic Listening



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