



SimPRENA

Unit 10 - Effective Communication Techniques with Anxious Patients

Once you understand a patient's stress response, it's important to choose communication strategies that can help alleviate anxiety and improve the situation. Here are a few techniques:



ACTIVE LISTENING

Actively listening to the patient without interrupting helps them feel heard and understood. Show empathy through verbal affirmations like "I understand how you feel" or "That must be really tough for you."



CLEAR AND CALM LANGUAGE

Use simple, clear language to explain procedures, options, and what to expect. Avoid medical jargon that may increase confusion and stress.



OFFER REASSURANCE

Reassurance can go a long way in easing anxiety. Let the patient know they are not alone in the process, and that you are there to support them. Statements like "You're in good hands" can be helpful.



GIVE CONTROL WHEN POSSIBLE

Patients often feel more anxious when they feel out of control. Whenever possible, allow the patient to make choices or express their preferences. This can reduce feelings of helplessness and build trust.



NON-VERBAL COMMUNICATION

Your own body language plays an important role in calming a stressed patient. Maintaining open body posture, making appropriate eye contact and offering a reassuring touch (if appropriate) can create a sense of safety.



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JOHANNITER
Akademie Mitteldeutschland



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