

## Talking Map for the Family Conference

Step	What you say
1. <b>Gather</b> for a pre-meeting	<p>Let's decide who will talk about what.</p> <p>Could I propose a way to structure the meeting?</p> <p>When the meeting ends, what would be a constructive outcome?</p>
2. <b>Introduce</b> everyone and the agenda	<p>Let's start with introductions. My name is [x], and my role is [y].</p> <p>The purpose of this meeting is to talk about [z].</p> <p>Is there anything that you would like to cover in addition?</p>
3. <b>Explain</b> what's happening	<p>Tell me what you took away from our last conversation.</p> <p>Could I hear from everybody?</p> <p>Here is the most important piece of news.</p>
4. <b>Empathize</b> with each person	<p>I can see you are concerned about [a].</p> <p>I am impressed that you have been here to support [patient's name]</p>
5. <b>Highlight</b> the patient's voice	<p>If [patient's name] could speak, what do you think she would say?</p> <p>How would she talk about what is important to her?</p>
6. <b>Plan</b> the next steps together	<p>Based on what we've talked about, could I make a recommendation?</p> <p>I'd like to hear everyone's thoughts about the plan.</p>
7. <b>Reflect</b> post-meeting	<p>What did we learn?</p>

