

Delivering Serious News	Responding to Emotion Skills
<p>“R” and “E” of REMAP</p> <p>ASK-TELL-ASK</p> <p>Headline</p>	<p>Name the emotion</p> <p>Understand</p> <p>Respect</p> <p>Support</p> <p>Explore</p> <p>Silence</p>
<p>Tips:</p> <p>Warning shot (before the headline)</p> <p>Headline (<i>Information + Meaning</i>)</p>	<p><i>“I wish...”</i></p> <p><i>“I worry...”</i></p>

REMAP for Goals of Care	Some ways of Mapping Goals and Values
Reframe Expect emotion Map <i>goals/values</i> Align Plan	<i>Given what we discussed...</i> -what is most important to you now? -What are your hopes? Fears? -What else? (Dig deeper) Mapping with surrogate: -If (name) could hear all of this, what would she say ?
<p>Tips:</p> <p><i>“We’re in a different place...”</i> helps to signal/reinforce the “reframe”</p> <p>Invite the conversation:</p> <ul style="list-style-type: none"> -to reframe -to talk about next steps (ie to “map”) -to recommend a plan <p>Align reflect back in your own words what you have learned about their goals and values.</p> <p>Propose Time Limited Trial (plan) when transition in goals may be appropriate, but timing isn’t right (due to uncertainty, goals conflict, or just needing more time)</p>	