

LET B

tips for tricky situations



When confronted with a challenging situation, remember to “LET B.”



listen

allow the individual to express their beliefs in a bias-free environment



empathize

affirm understanding of the individual's perspective



talk

explore the individual's perspective; share opportunities for advance care planning (ACP)



be

remain patient and respectful, curious and open

In action, these responses look like:



listen

allow the individual to express their beliefs in a bias-free environment

- Active listening
 - eyes focused
 - brain concentrating
 - body calm
- Free of bias
 - content focused
 - nonverbal controlled



empathize

affirm understanding of the individual's perspective

- Purposeful intent
 - select *and* instead of using *but*
- Supportive impression
 - *I can see that is important in your life*
 - *I appreciate you sharing how close your relationship with...*
 - *I hear that you are very committed to..*



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LET B cont.



talk

explore the individual's perspective; share opportunities for advance care planning (ACP)

- Digging deeper
 - *That's interesting; tell me more*
 - *Can you explain what ___ looks like to you?*
 - *I haven't had experience with ___; I'd like to know more*
- Highlighting ACP
 - *Do you what know others in similar situations have they done?*
 - *It sounds like you are really active with ___. Is there someone who could help guide you on these questions?*
 - *What customs or practices are important that we should ensure others know about to respect?*



be

remain patient and respectful, curious and open

- Perspective
 - advance care planning is new for most people
 - having a conversation is a huge and important step
 - time is not an enemy
- Enrichment
 - learn more (about the faith, world view, etc.) before future meetings
 - discuss different approaches with other ACP champions



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