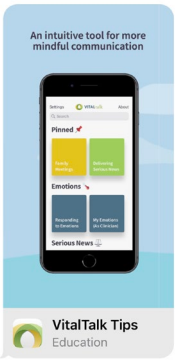


Additional Resources for Improving GOC Conversational Skills

| Conversational Skills, General and GOC specific | |
|--|---|
| Title: | Find it Here: |
| <p>VIDEO: Ten Ways to Have a Better Conversation (Celeste Headlee)</p> | <p>https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation#t-678657</p> |
| <p>VIDEO: The Human Connection of Palliative Care: Ten Steps for What to Say and Do (Dr. Diane Meier)</p> | <p>https://youtu.be/7kQ3PUyhmPQ</p> |
| <p>BOOK: <i>Mastering Communication with Seriously Ill Patients</i> (Authors: Back, Arnold & Tulsky)</p> | <p>Available to buy here: https://www.cambridge.org/us/universitypress/subjects/medicine/medicine-general-interest/mastering-communication-seriously-ill-patients-balancing-honesty-empathy-and-hope?format=PB</p> |
| <p>PHONE APP: VitalTalk Tips Available on the App Store for iPhone or Android</p> |  |
| Reframing & Expecting Emotion | |
| Title: | Find it Here: |
| <p>VIDEO: Vital Talk Responding to Emotion During Difficult Conversations in the COVID Era (Vital Talk Faculty)</p> | <p>https://www.vitaltalk.org/ https://vimeo.com/592385641</p> |