Building Rapport

Agenda Setting
1. Marvel MK, Epstein RM, Flowers K, Beckman HB. Soliciting the Patient's Agenda Have We Improved? JAMA. 1999;281(3):283-287

Information Management

Active Listening
4. Stoeckle JD, Zola IK, Davidson G E. On going to see the doctor; the contributions of the patient to the decision to seek medical aid. *J Chron Dis* 1963:975-989
8. Lang F, Floyd MR, Beine KL. Clues to patients’ explanations and concerns about their illness: A call for active listening. *Arch Fam Med* 2000;3:222-7

**Addressing Feelings and Emotions**


**Common Ground**


**Ending the Interview**

**Health Literacy**


**Breaking Bad News**

1. Lang FF. Breaking bad news: advice for hospital doctors. 7 April 2006. BMJ-Learning

**Interprofessional Communication**


**Sexual History Taking**


**Intimate Partner Violence**

5. MEDICAL POWER AND CONTROL WHEEL, Domestic Violence Project, Kenosha, WI. Adapted from the *Power and Control Wheel* developed by the Domestic Abuse Intervention Programs, Duluth, MN. HTTP://WWW.NCDSV.ORG/PUBLICATIONS_WHEEL.HTML. Accessed June 26th 2012
6. ADVOCACY EMPOWERMENT WHEEL, Missouri Coalition Against Domestic and Sexual Violence, Jefferson City, MO; adapted from the *Power and Control Wheel* developed by the Domestic Abuse Intervention Programs, Duluth, MN. HTTP://WWW.NCDSV.ORG/PUBLICATIONS_WHEEL.HTML. Accessed June 26th 2012

**Family Interviewing**