

# Effective conversations

This quick reference sheet outlines some tips for implementing effective listening to ensure you make the most of your care planning conversation, using the PACR (Paraphrase, Ask, Check and Respond) method. NOTE: These responses should supplement your usual care planning questions or templates, not replace them.

## Paraphrase

After every response to a question, paraphrase the words and feelings of the person.

“What I hear you saying is...”

“I’m picking up that you’re feeling...”

## Ask

Once a person has responded to your initial question, don’t just leave it there. Ask for more information to really enrich your care planning.

“Can you tell me more about your experience?”

“Can you expand on that?”

## Check

Be sure to check exactly what the person means. A good way to do this is to offer your own example.

“So when I [do x], would that be an example of what you’re saying?”

“Let me check that I’m clear. Is [x] a good example of this?”

## Respond

To round off your question, respond with your own point of view. This helps a person feel heard and understood, and makes the conversation feel two-way and involved.

“Yes, I understand why you feel that way.”

“That makes sense to me, I know how you feel!”

## How to avoid a misunderstanding

- "Can I just check that I've understood this correctly? You have said that..."
- "Let me check that I'm clear about your symptoms. You tell me that..."
- "I want to be sure I understand what you mean..."
- "What you seem to be saying is..."
- "Could you tell me more about..."

### Be empathetic and respectful

"I understand completely"

"I'm sorry you feel like that"

"I agree it's not easy"

### Be collaborative

"Let's see what we can learn together?"

"What could we do differently?"

"Can we agree on this?"

### Give feedback and encouragement

"I know you can do it"

"Just take small steps at a time"

"You are doing really well. Keep it up!"

### Explore their concerns

"I'm picking up that you might not be happy with the way things are going.  
Can you tell me what's bothering you?"

### Applaud success

"I understand completely"

"I'm sorry you feel like that"

"I agree it's not easy"

### Clarify uncertainties

"Let's see what we can learn together?"  
"What could we do differently?"  
"Can we agree on this?"

### Summarise discussions

"What you think you should do if this happens?"

"Let's just confirm that we are both thinking along the same lines"

"Can I just double-check what you mean by that?"

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