

Remember, you don't have to be an expert and have all the answers

There may be something you can sort or maybe something you can't, but that's okay.

Often just the listening and connection is enough.

No time to have a conversation?

Think about how much time you'd waste doing what's not important if you don't

Make the time to find out 'what matters' and 'what's important'

Check our website for more information and resources

www.whatmatterstoyou.scot



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Handy guide

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Conversations can
take 40 seconds or
40 minutes

For a quality conversation
the length of time is
not as important as the
compassion, and human
connection it makes

Sometimes it's easy to
start a conversation
but when it's not what
can you do?

Be observant,
look for openers to
help you start the
conversation, or
just ask

**"would you like to
have a chat?"**

You could ask:

**"What's important
to you?"**

**"What makes a
good day for you?"**

**"Is there anything
you would like to talk
to me about?"**

or whatever works
best for you



Don't feel the need to
force a conversation

Don't be afraid of
silences or pauses,
they can be as
important as words