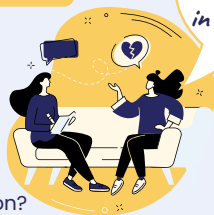


Do's and Don'ts in communication

Before engaging in a conversation with people living with and beyond cancer , ask yourself...



- How am I feeling today? Am I capable to support?
- What is my role in this person's life?
What does that imply for the conversation?
- What does this person expect from me?
- If it was me, what would I want from this conversation?
- What do I know (or think I know) about this diagnosis?
- What kind of question can I ask? Do I need to ask this?



*Recommendations
for anyone involved
in a conversation*

Contact/Notes



Find more information
on: [beatcancer.eu](https://www.beatcancer.eu)



Key Takeaways



- Be curious
- Be patient
- It is ok to not know what to say (and to express that openly)
- It is ok to ask a difficult question, but give the person the space to leave it unanswered
- Accept the persons experience, not what you think it is
- Try to be comfortable with silence, non-verbal communication can also be effective and comforting

Tips to improve communication

Poor communication can affect decision-making, adherence to treatment, social relationships & mental health.

What to say

DO'S

Tailor communication

Consider individual age, cognitive development, social aspects and recognize their unique needs and abilities

Acknowledge emotions

Be empathic, but avoid excessive empathy

Support decision-making

Provide all information needed to make an informed decision

Be honest and transparent

Portray information in a constructive hopeful manner

What **NOT** to say

DON'TS

Blame

"What have you done to get cancer?"

Compare

"I met someone with cancer and he passed away"

Impose

"You should be grateful! At least you are alive!"

Label

"Fighter" "Hero" (There is no one-size-fits-all)

Use toxic positivity

"Stop worrying, in a few months you will look completely normal"

Depersonalise or minimize

"At least you do not have the most aggressive type of cancer"