

Counseling skills observation schedule

Look through the recording of the consultation and assess the following:

- How long did the patient talk about their presenting problem before they were interrupted?
- What open and closed questions did the doctor use?
- Was eye contact appropriate?
- Did the doctor paraphrase and/or summarise what the patient was saying at any stage?
- How did the doctor demonstrate their empathy?
- How would you rate the rapport that developed between the doctor and the patient?
- Were there any verbal or non-verbal cues that might have been missed?