

PEARLS (relationship statements)

What is it?

P artnership	We'll get through this together
E mpathy	It sounds like that was difficult for you
A cknowledgement	That was really well done
R espect	I respect that about you
L egitimation	Anyone would feel [happy/disappointed] after going through that
S upport	Just know I'm here to help

What is it used for/ Purpose?

- PEARLS, when offered genuinely, show that we value the other person and intend to be in right relationship with them, thus improving psychological safety

Adapted from: Clark W, Hewson M, Fry M, Shorey J. Communication Skills Reference Card. St. Louis: American Academy on Communication in Healthcare, 1998.

Practicing PEARLS and Humble Inquiry

- **Person A:** Say something you feel strongly about (related to your team's work)
- **Person B:** Respond with a PEARL and an open honest question
- **Person A:** Say 1-2 sentences more
- **Person B:** Close with reflective listening