

# L.E.A.R.N.

L.E.A.R.N. is a communication tool that can be used to improve communication, enhance awareness of personal and cultural beliefs, and help determine acceptable care plans.

 **L**

**Listen** with empathy and understanding to the client's perception of the problem. Try questions like: What do you think may be causing your problem? How do you think the illness is affecting you? What do you think might be beneficial?

 **E**

**Explain** your thoughts and perceptions about the problem.

 **A**

**Acknowledge** and discuss the differences and similarities. Incorporate both the client's beliefs and your professional beliefs in the treatment options.

 **R**

**Recommend** treatment. Suggest a treatment plan that is developed with the client's involvement, including culturally appropriate aspects.

 **N**

**Negotiate** agreement. The final treatment plan should be determined as mutually agreeable by both the care provider and client.