Solutions

2.1

- Setting, Perception, Invitation, Knowledge, Empathy, Strategy ✓.

2.2

- So I know I explained it well – what will you tell your family? ✓

2.3

- Natural frequencies carry the base rate inside; patients reason in counts ✓.

3.1

- Setting: private, seated, no interruptions ✓.
- Perception: what is your understanding of why we did the scan? ✓.
- Invitation: do you want all the detail, or just the outline? ✓.
- Knowledge: warning shot, two plain sentences, pause ✓.
- Perception-first corrects the starting point; empathy protects the relationship while facts land ✓.

3.2

- Of 100 people like you, about 13 benefit; around 3 in 100 have the harm ✓.
- Option talk (what exists), decision talk (weighing), enrolment (agreeing the plan) ✓.
- Evidence is the clinician's; values are the patient's ✓.
- Loop check: teach-back phrased as checking your own explanation ✓.