**VALUE: 5-step Approach to Improving Communication in ICU with Families**

* V... Value family statements
* A... Acknowledge family emotions
* L... Listen to the family
* U... Understand the patient as a person
* E... Elicit family questions

**SPIKES: 6-step Protocol for delivering bad news (patients with cancer)**

* S... Setting up
* P... Patient’s perception
* I... Invitation
* K... Knowledge
* E... Exploring/Empathy
* S... Strategy/Summary

*Curtis et al. Chest 2008; 134: 835-843*  
*Baile et al., The Oncologist 2000;5: 302-311*