

Component III: Communication

Module A: Inter-personal Skills with Internal and External Customers

Topic 1: Inter-professional Communication

Objective: 5

S	Situation	<i>What is going on now?</i>
B	Background	<i>What have you found? What has happened?</i>
A	Assessment	<i>What do you think is going on? What is your analysis of the background information?</i>
R	Recommendation	<i>What do you want done at this time?</i>