

## THE BROKEN RECORD TECHNIQUE

1. The Broken Record Technique is a form of assertive behaviour.
2. It is a verbal response that is firm and clear and conveys a message that you mean what you say.
3. It tends to work well in situations where people want to argue, don't want to listen, are non-compliant with treatment, forgetful or disorganised.
4. Your aim is not to upset or offend but rather to prevent further conflict, manage care more effectively or clarify information.
5. You acknowledge what the patient is saying or doing but repeat the same expectations in the same or similar words with a polite but firm tone. For example;

*“I know you feel tired and that walking is difficult but you need to follow your physio plan so that you'll get better”*

*“I know you want your visitors to stay after hours but unfortunately it is hospital policy that they leave by 7.30”*

*“I realise you are feeling anxious and that's not a nice feeling but try not to use your buzzer unless it is absolutely necessary. I'll be back in 20 minutes”.*

6. Initially the person may continue with the undesired behaviour but as you repeat your expectations your message is reinforced and your patient/visitor is more likely to comply.
7. Once you have decided what you want from someone else don't change your mind or give in. This sends the message that you don't really mean what you say and can be confusing.
8. Provided that your manner is not aggressive people tend to get the message without feeling threatened.
9. When behaviours change, compliance is attained or the problem goes away remember to acknowledge the improvements, give praise where it is due or simply say thanks.
10. Always let your colleagues know what you are doing so that they don't inadvertently sabotage your plans.

Further reading: Clark C (2003) *Holistic Assertiveness Skills for Nurses: Empower Yourself (and Others!)*. Springer publishing New York.

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