

learn about

# THE NORMALIZE, ASK, PAUSE, CONNECT TECHNIQUE

for starting conversations about emotional health



Erica Sood, PhD, is a Pediatric Psychologist at Nemours Children's Health and friend of *The Roadmap Project*.

**Dr. Sood developed the Normalize, Ask, Pause, Connect Technique to help all clinicians feel comfortable and competent when addressing emotional health in patients and families.**



Watch a brief video from Dr. Sood to learn more about the Normalize, Ask, Pause, Connect Technique: [youtu.be/E9ZNAQs0H4U](https://youtu.be/E9ZNAQs0H4U)



The Roadmap Project



## NORMALIZE

Start the conversation by communicating that emotional difficulties are common and expected, minimize the likelihood of the "I'm fine" response.



## ASK

Ask open-ended, non-checklist questions, and keep your questions brief so the patient or family can do most of the talking. Match your non-verbals to your words as well.



## PAUSE

Pause to let them know you want to hear what they have to say. This also gives them time to gather their thoughts as it may have been their first time being asked.



## CONNECT

Inquire about existing supports and encourage individuals to use them. This is also an opportunity to connect them with professionals or additional resources.

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