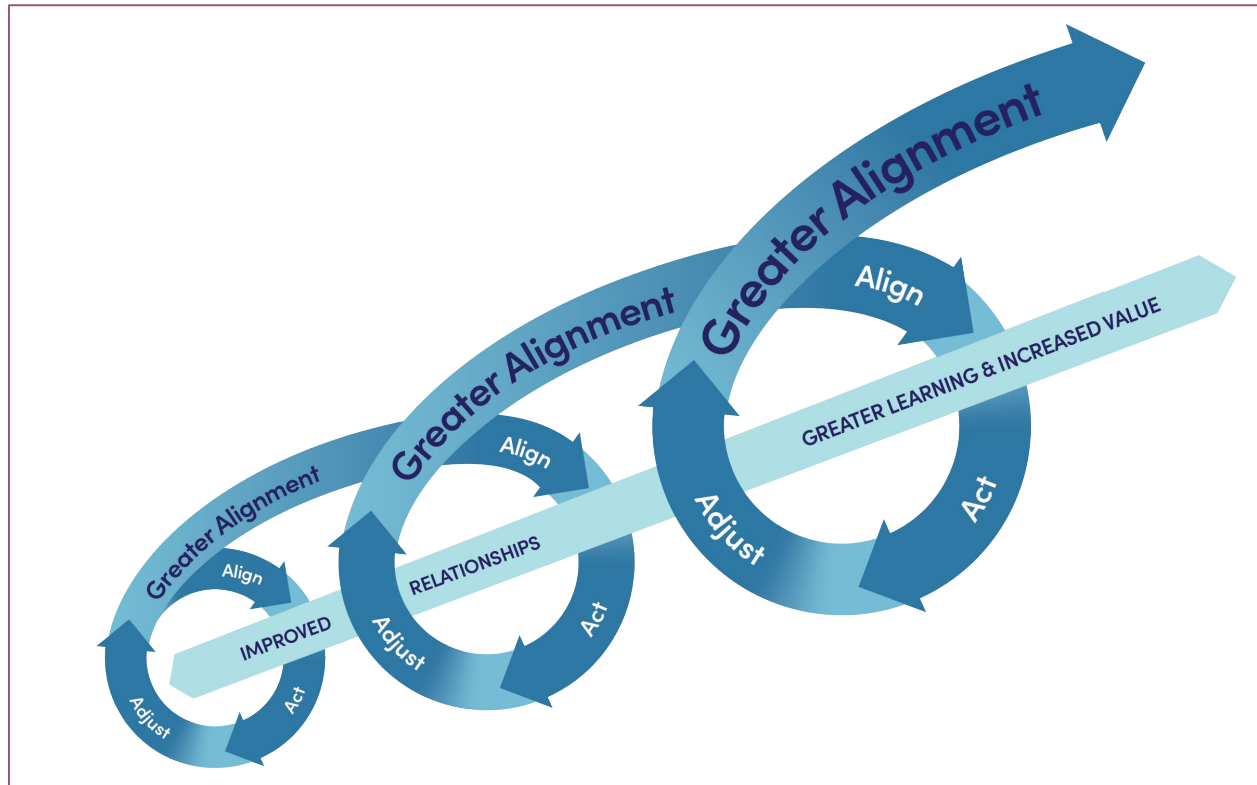


## Cycle of Value



Conversant. (2021). *Ascending the cycle of value*. Used with permission.

1. Align: Identify and acknowledge your emotions as well as theirs. This will help you find where the needs are coming from. After the emotion is identified, assess the needs.
  - a. When you are communicating with others, what specific needs do they have? List a few examples.
  - b. Think of a time when you identified the needs of others. How did you feel?
2. Act: After observation, chose an appropriate response.
  - a. After you acknowledge the needs of the other, how did that person respond?
3. Adjust: Once you act, you will have a result. The cycle repeats, and you adjust along the way.
  - a. When you acknowledged and tried to accommodate the person's needs, what happened next?
  - b. How did you adjust to the new situation?

## Interprofessional Communication and Leadership in Healthcare

You can learn more about the Conversant models and their approach to communication principles through the following books available for purchase at [Conversant: Explore our Books:](#)

- *The Vitality Imperative*
- *The Communication Catalyst*

These books are not required for this course.