

| Acknowledging uncertainty | | |
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| What went wrong what happened? | I can't answer that | I don't know..I'll get the obstetricians to come and talk with you |
| Don't answer questions you don't have the facts for | | |
| Why was there all that meconium ...did it damage my baby? | That's normal for a baby who is over term. It's okay | I don't know ...it can be because a baby is unwell .. The neonatal team will be able to tell us how Luke is |
| Avoid premature reassurance | | |
| Will my baby survive? | I'm sure he'll be okay. He's in the best place | I don't know..we hope so... He's very unwell ... he is on the neonatal unit.... I'll find someone who can tell us how he is |
| Avoid defensive language | | |
| Why did that doctor ignore me | He didn't ignore you he's just been busy | I'm sorry about that I'll let him know and he can explain |
| Avoid evaluative descriptions | | |
| How is my baby | Congratulations He's such a big baby, beautiful | when you see him he will look pale, not very responsive, he's doing some breathing now... |