

# From SOLER to SURETY for effective non-verbal communication.

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**BACKGROUND:** This paper critiques the model for non-verbal communication referred to as SOLER (which stands for: "Sit squarely"; "Open posture"; "Lean towards the other"; "Eye contact"; "Relax"). It has been approximately thirty years since Egan (1975) introduced his acronym SOLER as an aid for teaching and learning about non-verbal communication. **AIM:** There is evidence that the SOLER framework has been widely used in nurse education with little published critical appraisal. A new acronym that might be appropriate for non-verbal communication skills training and education is proposed and this is SURETY (which stands for "Sit at an angle"; "Uncross legs and arms"; "Relax"; "Eye contact"; "Touch"; "Your intuition"). **THE NEW MODEL:** The proposed model advances the SOLER model by including the use of touch and the importance of individual intuition is emphasised. The model encourages student nurse educators to also think about therapeutic space when they teach skills of non-verbal communication.

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