Communication skills

for **Building Relationships**

#1. GREETINGS & INTRODUCTIONS

Hello, my name is Linda Ryan and I am the doctor/nurse/ physiotherapist looking after you today. What is your name?

John Grace

How do you like to be called? Johnny

And who is with you here today?

My daughter Mary

#2. NON-VERBAL **BEHAVIOUR**



Warm facial expression



Good eye contact



Open body language

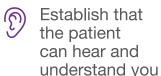


Appropriate volume, slow pace & warm tone of voice



Keep the focus on the patient while making notes or using the computer

#3. INVOLVE THE PATIENT





Share your thinking

What I am thinking now is...



Ask permission for what you for what you are doing

Is it ok if I take vour blood pressure?

#4. EMPATHY G.I.V.E.



Get Pause when you notice emotion

Identify "I can see that

you are worried" **Validate**

"It's overwhelming everything you've been going through"

Explore "Tell me more"

Find out more: www.hse.ie/nhcprogramme







