

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



Establish that the patient can hear and understand you



Share your thinking

What I am thinking now is...



Ask permission for what you are doing

Is it ok if I take your blood pressure?

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

G **Get**
Pause when you notice emotion

I **Identify**
"I can see that you are worried"

V **Validate**
"It's overwhelming – everything you've been going through"

E **Explore**
"Tell me more"



Find out more: www.hse.ie/nhcprogramme

