Communication skills

for **Building Relationships**



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

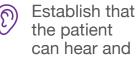


Appropriate volume, slow pace & warm tone of voice



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

#3. INVOLVE THE PATIENT



the patient can hear and understand you



Share your thinking

What I am thinking now is...



Ask permission for what for what you are doing

> Is it ok if I take vour blood pressure?

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



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









