

The Value of Building Rapport

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Definition of rapport

“A close and harmonious relationship in which the people or groups concerned understand each other’s feelings or ideas and communicate well“

Oxford Dictionary

Importance of rapport

In health care, rapport is the foundation from which we build our therapeutic relationships.

Price. (2014)

Making a connection

Preparation

- Review personal and clinical information

Pause and be present

- Where are the patient/family at?
- What is the purpose of this encounter?

Environment

- NO distractions!

The power of 'chit chat'

Making a connection

Attending

- Body language
- Empathetic sounds

Touch

- Look for patient's response

Honesty

- Avoid false reassurance
- Follow through with promises

The language of rapport

Who is this person and what do they need?

- “Tell me some more about yourself?”
- “Tell me what you understand about...”

Acknowledging and normalising emotions

- “I can see that this is really upsetting for you.”
- “It’s normal to feel like this when you have been told you have cancer.”

The language of rapport

Be compassionate

- “I wish we had better news for you today...”
- “How are you feeling today?”

Checking

- “How have you been since I last saw you?”
- “Let’s see if I have this right...”

The agenda

- Welcome and apologies if necessary
- Ask about the patient's agenda
- Explain your agenda
- Clarify and agree
- “anything else?”
- Finish with a follow up plan

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou

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