

Building the Relationship

Non-verbal communication

Developing Rapport

Involving the Patient

Initiating the Session

Preparation
Establishing initial Rapport
Identifying the reason(s) for attendance
Agenda Setting

Gathering Information

Initial Exploration of the patient's problem(s)

Further Exploration of the Disease perspective

Further Exploration of the Illness perspective

Essential Background Information

Explanation and Planning

Explanation
Providing the correct and right amount of information

Aiding Recall & Understanding

Achieving a Shared Understanding

Planning
Incorporating the patient's perspective
A shared decision-making

Closing the Session

End Summary
Contracting
Safety-netting
Final checking

Structuring the Consultation

Screening

Negotiation

Agenda Setting

Internal Summary

Signposting

Summarising

Sequencing