*Individual health and social work professionals*

*Allied health care teams*

*Case conference*

***Interaction with patients/clients***

*Opening initial contact*

*Closing the consultation*

*Verbal and non-verbal cues*

*Assessing understanding*

*Explaining procedures*

*Privacy and autonomy*

*Instructing*

*Establishing rapport*

*Discussing strategies*

*Confirming patient names and details*

*Gaining consent*

*Active and reflective listening*

*Showing empathy and respect*

*Using proxemics appropriately*

*Dealing with confidentiality*

*Demonstrating appropriate body language*

*Dealing with ESL patients and interpretation requirements*

*Using appropriate voice pitch, pace, and tone*

*Using support materials*

*Pacing consultations*

*Reassuring and giving reassurance*

*Avoiding jargon and technical language*

*Dealing with fright or distress*

*Demonstrating appropriate facial expressions*

*Referring to other health professionals*

***Interaction with other health care professionals***

*Courteous initial approaches, including using correct titles*

*Regard for others' time and 'busyness'*

*Selecting appropriate places for professional interactions*

*Keeping conversations succinct and informative*

*Respecting professional boundaries*

*Using correct patient names and details Acknowledging opinions and needs of other health care specialisations*

*Giving concise and considered reasons and justifications for requests*

*Making efforts to be positive and accommodate professional requests Constructively negotiating requests and requirements*

*Recognising appropriate situations for upward or downward delegation and appropriate situations for initiative*

*Summarising points in a professional interaction*

*Using appropriate terminology and language*

*Demonstrating high level professional interaction in front of patients*

*Using notes and written records to assist in communication*

*Closing down professional interactions appropriately*

* You can use any of the words in these terms – you don’t have to use the whole phrase.
* If you don’t get the results you want, try to use the search term as a different word classification (for example, confidential instead of confidentiality)