

TIPS TO ENGAGE THE PERSON (FIRST CONTACT)

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Use plain language

The professional should use language that is adapted to the person's knowledge, without using medical terms or acronyms.



Focus on the benefits for the person

The professional can express the expected benefits of the approach:

- Response to unmet needs;
- Assistance to access and coordinate services;
- Improved quality of life;
- Tools to improve self-management;
- Support in decision-making;
- Focus on their needs and goals;
- Reduction in anxiety.



Foster a climate of trust

To foster a climate of trust, the professional must:

- Allow the person to feel respected, valued, and emotionally and physically secure;
- Acknowledge the person's challenges without judgment;
- Highlight the importance of partnership and allow the person to be heard, especially in decision-making;
- Take an interest in the person's current priorities and challenges;
- Let the person guide conversations, while paying attention to non-verbal communication.