

The Qualified Brain Injury Support Provider

"Education with mentorship to enhance care"

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Five steps for re-establishing therapeutic rapport

- Step 1: Recognize when rapport has become non-therapeutic and remember that it is our responsibility to repair this.
- Step 2: Stop and be aware of our emotions and buttons (e.g. anger, frustration, sadness).
- Step 3: Determine if our thoughts are personal or therapeutic.
- Step 4: Develop therapeutic thinking.
- a) What does the participant need?
 - b) How can we support the participant's need?
- Step 5: Develop and implement a therapeutic plan with the team to restore rapport based on therapeutic thinking and centered on the needs of the participant. The plan should reflect the following:
- a) Appropriate to the needs of the participant.
 - b) Comfortable for us to implement.
 - c) Include scripts.
 - d) Maintain professional roles and boundaries.
 - e) Be sensitive to our personal threshold & recognize when we may need to ask for assistance.
 - f) Avoid punitive or coercive responses.
 - g) Reflect an understanding that change is gradual.

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The 5 steps are taken from the presentation entitled:
How to Maintain a therapeutic relationship when your buttons are being pushed.