Creating a bond with clients is important to develop trust and open up communication channels. Smoking may have been something you did with clients once, but is no longer possible. Here are some ideas for creating a bond with new and existing clients:

- Start with sharing a cuppa or going for a walk to find a common connection.
- If you have the option, ask the client where they feel most comfortable talking – you may need to be flexible if clients feel uncomfortable in the clinic room.
- Start the session with a general yarn, and look for areas of common connection (e.g. people you know, sport, music, local events, kids/grannies).
- Take the time to develop an understanding of who the client is, what country they are from, what their belief systems are, and how you can best engage with this person.
- When it’s time to talk about health matters, use language that shows you understand the challenges faced by the client and that you’re there to support them.
  - E.g. “I know it’s really difficult to prioritise your health when so many other things are going on, but I’m really glad you’re here today so we can talk about what I can do to help you live as well as you can.”
- Tell them you’re able to refer them on to other trusted people in the organisation if there are matters outside of your responsibility.