

Healthcare

Reflection - worksheet

Purpose

This handout can be used as a reflection task for learners to evaluate their speaking and relationship building with a client.

Instructions

This resource can be used with [Healthcare: Getting to know your clients better](#), which describes a detailed teaching and learning sequence in the context of getting to know clients better at work.

Reflection - worksheet

Use one or two of the conversation starters from

[Healthcare: Conversation starters](#) with a client at work. Make sure you ask follow-up questions. Afterwards, think about your discussion and fill in the boxes below.

1. What was something unexpected you learned about the client?

2. How will this new information change your relationship with this client?

3. What extra questions will you ask the next time you talk to the client?