



PROVIDER

Relationship Building

what is it?

Relationship Building can be best defined as “the act of developing and maintaining relationships with people.”¹

Within the context of a therapeutic relationship, relationship building is “someone with whom they felt a positive connection and in whom they had developed a collaborative relationship,” essentially, building rapport between providers and families.²

importance

- Achieves optimal results by providing an open space for families and the client to express concerns both safely and confidently.³
- Found to be a concern for child therapy dropout rates, as well as an important factor for treatment outcomes.^{4, 5}

goals

- Create an open space so family can share any negative emotional responses.⁶
- Utilizing active listening to show full attention.⁶
- Agree to opinions/views that others do not.⁶
- General agreement on the goals and tasks of the treatment.⁶
- Shared decision-making.⁶

steps to take

1. Hear their story and understand where they're coming from.
2. Spend time and listen to the parent in a nonjudgmental manner.
3. Actively and reflectively listen to the family.
4. Empathize with the parents' experience.
5. Validate and express concerns about the family.