

Building Strong Relationships through B.O.N.D.S.



Developing emotional intelligence (EI) and good interpersonal relationships helps you establish strong connections with patients, their families, your work colleagues, and other care team members.

By recognizing, understanding, and respecting everyone's feelings, you build trust and can deliver personalized, collaborative care. The simple B.O.N.D.S. approach can be used to build and strengthen all of your relationships.

B

Be Present:

Actively listen to others by giving them your full attention.

O

Openness:

Be open to others' feelings and consider the situation from their perspective.

N

Nurture Connections:

Show interest, share emotions, and form genuine relationships.

D

Diplomacy:

Take a moment to regulate your emotions and handle disagreements sensitively.

S

Strengthen Communication:

Speak with a clear, calm tone and listen to what others say.

Building B.O.N.D.S Everyday

Try these simple actions every day to build your interpersonal relationship skills.

Morning Check-In	Lunchtime Connection	Evening Reflection
<p>Start your day by Being Present and Open</p> <p>As you begin your day, take a few moments to practice mindfulness. Be aware of your surroundings.</p> <p>Think about your emotions and how others make you feel.</p>	<p>Use your lunch break to Nurture Connections</p> <p>During lunch, casually talk with a colleague or friend.</p> <p>Listen carefully and try to picture yourself in their shoes.</p>	<p>End your day by practicing Diplomacy and Strengthen Communication</p> <p>Reflect on any disagreements or emotional moments that you experienced during your day.</p> <p>Think about how you felt and if you could have communicated more effectively and diplomatically.</p>



Established in 1990, the Canadian Home Care Association (CHCA) is a national non-profit membership association dedicated to advancing excellence in home and community care. Our eiCOMPASS Project aims to empower home care providers to deliver emotionally intuitive, competency-based palliative care. We are enhancing the skills of frontline providers and improving team-based care that is compassionate, responsive, and person- and family-centred. [CHCA Website](#) / [X](#) / [LinkedIn](#)

