### Ability to engage client

While maintaining professional boundaries, an ability to show appropriate levels of warmth, concern, confidence and genuineness, matched to client need

- An ability to engender trust
- An ability to develop rapport
- An ability to adapt personal style so that it meshes with that of the client
- An ability to recognise the importance of discussion and expression of client’s emotional reactions
- An ability to adjust the level of in-session activity and structuring of the session to the client’s needs
- An ability to convey an appropriate level of confidence and competence
- An ability to avoid negative interpersonal behaviours (such as impatience, aloofness, or insincerity)