

- phase of empathy, during which they predict each other's behavior but fail to genuinely share feelings.
4. After the empathy phase, the nurse and the client enter the phase of sympathy, when the nurse translates sympathy into helpful nursing actions.
 5. Following the sympathy phase is the phase of rapport, in which the nurse and the client enter into a personal, meaningful relationship where they genuinely communicate deeply with each other.

TABLE 4.2 Interchange of Knowledge, Attitudes, and Skills Between the Client and the Nurse in the Helping Relationship

Unlike Peplau, Travelbee never addressed the need to end a helping relationship with the client.

Hames and Joseph (1980) outlined the following four stages in the development of a professional helping relationship that is not specific to nursing.

Stage 1: Trust formation. The client trusts the nurse because the nurse consistently displays honesty, respect, positive regard, and empathy.