

Stage 2: Resistance. The client pulls away from the relationship but the nurse continues to show concern.

Stage 3: Working. The client and the nurse become actively involved in working together to help the client achieve health-related goals.

Stage 4: Termination. The client and the nurse end the relationship by engaging in closure activities, such as saying goodbye, shaking hands, and extending good wishes for the future.

Peplau's Phases of the Nurse–Client Relationship

Orientation Phase

- Introduction of nurse and client.
- Elaboration of the client's need to recognize and understand his or her difficulty and the extent of help needed.
- Acceptance of the client's need for assistance in recognizing and planning to use services that professional nurses can offer.
- Agreement that the client will direct energies toward the mutual responsibility for defining, understanding, and meeting productively the problem at hand.
- Clarification of limitations and responsibilities in the delivery system environment.

Identification Phase

- Provision of the opportunity for the client to respond to the helper's offer to assist.
- Encouragement for the client to express feelings, reorients those feelings, and strengthens positive forces.
- Provision of the opportunity for the nurse and the client to clearly understand each other's preconceptions and expectations.

Exploitation Phase

- Full utilization of the nurse–client relationship to mutually work on the solution to problems and the changes needed to improve health.
- Provision of opportunities for the client to explore earlier experiences and behaviors and to have emerging needs met.

Resolution Phase

- Provision of opportunity to formulate new goals.
- Encouragement of gradual freeing of the client from identifying with the nurse.
- Promotion of the client's ability to act more independently.

Northouse and Northouse (1998) designated four phases of the nurse–client relationship that differ slightly from those of Peplau (1952) and Hames and Joseph (1980). They also proposed that each phase may overlap, depending on various contextual factors.

Phase 1: Preparation. For the nurse, this involves preparing the setting and oneself for client interactions. The client prepares by making plans to actively seek assistance from a health care