

- Diagnoses are discussed with a patient in a competent manner, but always with a warm undertone
 - The status of the patient's emotion is accurately estimated in advance
 - In case of deeper information, the patient is continuously asked and explained why the questions are asked and follow-up steps are taken.
 - A confidential attitude is essential to put the patient at ease, this is often body language.
 - It is always a guess whether someone has enough information about his intervention, but open or closed answers to your questions are often a good indication.
 - The next step is what happens after the operation (a kind of reminder of the tips that have been put in advance).
- Winning confidence starts with a degree of superficiality in communication after +5 questions through to profundity.
- Compressors often have a business relationship, people dynamic in the field of heat
- Always try by asking for background to gain more information and let the gene speak and help to come loose.
 - Personality / small interactions like uhh, Uhm make it more human.
 - Place many open questions about senses, feeling, experience and situation.
 - It helps to invisibly copy the patient's posture.
 - Do not confront reflections on patient responses.
 - Confidence measurement can not happen on facial expression and body language
 - Helpful answers indicate more confidence.
 - Reporting of topics discussed automatically gives people more confidence
 - The Dilts and Bateson model can be used as a guide to measure input.

Cold/competent conversation	Warm/friendly conversation
- Short and informative	- Not all the provided information is usefull
- All users trust the chatbot	- The bot could get to personal to the user
- All users trust the provided information	- The bot should not mention the friend part
- Halve of the users like this style of conversation	- Users will not share any personal data
- The bot was very impersonal and not human	- The users appreciate the calm down element, but it might hard to implement
- No sense of emotional attachment to the bot	
- Halve of the users see the purpose of the bot	
- Answers are mainly a short yes/no	