**BARRIERS TO BUILDING MUTUAL TRUST & RAPPORT:**

- Physician internal conflict
- Denial of patient’s condition
- Unattainable goals & expectations
- Family Discord/Dysfunction
- Mistrust of system
- Prior negative health care experiences
- Language barrier
- Cultural/Religious value differences
- Legal Concerns
- Taking conflict personally
- Being inflexible

**Figure 3: Building Mutual Trust and Rapport**