

non-verbal
communication

communication through
physical actions and
body language

organisation

the action or quality of
being systematic and
efficient; it infers being
orderly and logical

physical factors

factors relating to
physical health and
safety

planning

the process of making
plans to achieve or do
something

problem-solving

a method for analysing a
situation, generating
possible solutions and
evaluating the options

resources

things people use to
achieve goals

safety and security

our essential desire
to feel protected and
safe from threat

sense of identity

an individual's idea
of who they are

social factors

factors relating to
interaction with
other people

spiritual factors

factors relating to
moral and/or
religious areas

structured interview

a conversation in which the interview has been planned with a set of predetermined questions developed by the researcher

unstructured interview

a discussion in which the interview is more informal, with the interviewer planning areas for discussion without developing the actual questions in advance

values

qualities that an individual or family believes to be desirable and important in life

verbal communication

communication through the use of sounds and words; oral or written language

wants

preferences or desires not necessary for the maintenance of good health

wellbeing

the degree of satisfaction
that an individual or group
experiences when needs
are met
