

		1. After: The patient is nervous / anxious and raises the tone, and the caregiver responds calmly and steadily. 1. Before: The patient is nervous / anxious and raises the tone, and the caregiver responds calmly and steadily.	2. After: In the event of a conflict between the patient and the caregiver, she recedes, and waits for a while before raising the same subject. 2. Before: In the event of a conflict between the patient and the caregiver, she recedes, and waits for a while before raising the same subject.	3. After: When providing information that may irritate patient, the caregiver selects his words carefully. 3. Before: When providing information that may irritate patient, the caregiver selects her words carefully.
Kind of group				
Test group (trained)	Z	-4.874 <sup>b</sup>	-4.837 <sup>b</sup>	-4.939 <sup>b</sup>
	Asymp. Sig. (2-tailed)	0.000	0.000	0.000
Control group (no training)	Z	-.927 <sup>c</sup>	-1.380 <sup>b</sup>	-.404 <sup>c</sup>
	Asymp. Sig. (2-tailed)	0.354	0.167	0.686

a. Wilcoxon Signed Ranks Test

b. Based on negative ranks.

c. Based on positive ranks.

### Test Statistics<sup>a</sup>

4. After: When the patient is being rude, the caregiver does not indicate that they are affected or angry. 4. Before: When the patient is being rude, the caregiver does not indicate that he or she is affected or angry.	5. After: The patient and / or his / her relatives share with the caregiver the opinion that there are activities that she / he has not performed at the required level. 5. Before: The patient and / or his / her relatives share with the caregiver the opinion that there are activities that she / he has not performed at the required level.	6. After: The caregiver manages, without raising the tone, to make the patient follow the rules and procedures. 6. Before: The caregiver manages, without raising the tone, to make the patient follow the rules and procedures.	7. After: The caregiver shows genuine and genuine concern for the suffering of the patient by asking questions actively. 7. Before: The caregiver shows genuine and genuine concern for the suffering of the patient by asking questions actively.	8. After: The caregiver expresses an emotion corresponding to the emotion expressed by the patient. 8. Before: The caregiver expresses an emotion corresponding to the emotion expressed by the patient.	9. After: The caregiver speaks in a way that demonstrates that she understands the pain, suffering, distress of the patient. 9. Before: The caregiver speaks in a way that shows that she understands the pain, suffering, distress of the patient.
-4.794 <sup>b</sup>	-4.945 <sup>b</sup>	-4.823 <sup>b</sup>	-4.720 <sup>b</sup>	-5.055 <sup>b</sup>	-5.017 <sup>b</sup>
0.000	0.000	0.000	0.000	0.000	0.000
-.538 <sup>c</sup>	-.346 <sup>b</sup>	-.808 <sup>b</sup>	-.758 <sup>b</sup>	-.447 <sup>c</sup>	-.346 <sup>b</sup>
0.591	0.729	0.419	0.449	0.655	0.729

10. After: The patient experiences physical or mental pain, but do not talk about it - nevertheless the caregiver recognizes this suffering. 10. Before: The patient is experiencing physical or mental pain, but do not talk about it - nevertheless the caregiver recognizes this suffering.	11. After: Although she has not been in this situation, the caregiver indicates that she fully understands and experiences the pain / suffering of the patient. 11. Before: Although she was not in such a situation, the caregiver shows that she fully understands and experiences the pain / suffering of	12. After: The patient shares their thoughts or feelings, and the caregiver shows complete understanding and provides psychological support. 12. Before: The patient shares their thoughts or feelings, and the caregiver shows complete understanding and provides psychological support.
-4.846 <sup>b</sup>	-5.011 <sup>b</sup>	-4.916 <sup>b</sup>
0.000	0.000	0.000
-.266 <sup>b</sup>	-.390 <sup>b</sup>	-.473 <sup>b</sup>
0.790	0.696	0.636