

# Figures and Tables

## Figures

Figure 1.1	The Calgary-Cambridge Guide framework (Silverman <i>et al.</i> , 2013: 19)	9
Figure 2.1	Possible strategies for doing FTAs (Brown & Levinson, 1987: 69)	24
Figure 2.2	Three levels of uniqueness in mental programming (Hofstede <i>et al.</i> , [1991] 2010: 6)	31
Figure 3.1	Face-PCC analytical categories	57

## Tables

Table 1.1	A summary of the definitions relevant to PCC in chronological order	6
Table 3.1	A list of physician participants	47
Table 3.2	Patient participant ages	48
Table 3.3	A list of consultations with older patients attending on their own	50
Table 3.4	A list of consultations with older patients attending with their families	50
Table 3.5	Consultation phases indicated by doctor's signposting	55
Table 3.6	Consultation phases by contents derived from the preliminary analysis	56
Table 4.1	Summary of the communicative acts in <i>Listening to Patients and Identifying Issues</i>	86
Table 5.1	Summary of the communicative acts in <i>Empathy and Acceptance</i>	107

Table 6.1	Summary of the communicative acts in <i>Works towards shared decision-making</i>	124
Table 7.1	Summary of the communicative acts in <i>Leaving space for the patient</i> and <i>Respects the patient's freedom</i>	132