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1. <b>non-verbal communication</b>	communication through physical actions and body language
2. <b>organisation</b>	the action or quality of being systematic and efficient; it infers being orderly and logical
3. <b>physical factors</b>	factors relating to physical health and safety
4. <b>planning</b>	the process of making plans to achieve or do something
5. <b>problem-solving</b>	a method for analysing a situation, generating possible solutions and evaluating the options
6. <b>resources</b>	things people use to achieve goals
7. <b>safety and security</b>	our essential desire to feel protected and safe from threat
8. <b>sense of identity</b>	an individual's idea of who they are
9. <b>social factors</b>	factors relating to interaction with other people
10. <b>spiritual factors</b>	factors relating to moral and/or religious areas
11. <b>structured interview</b>	a conversation in which the interview has been planned with a set of predetermined questions developed by the researcher
12. <b>unstructured interview</b>	a discussion in which the interview is more informal, with the interviewer planning areas for discussion without developing the actual questions in advance
13. <b>values</b>	qualities that an individual or family believes to be desirable and important in life
14. <b>verbal communication</b>	communication through the use of sounds and words; oral or written language
15. <b>wants</b>	preferences or desires not necessary for the maintenance of good health
16. <b>wellbeing</b>	the degree of satisfaction that an individual or group experiences when needs are met

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