The communication during work disability assessments is important from the perspective of policy makers, work disability claimants, and social insurance physicians. Both from a practical and a scientific point of view, more insight into this communication is needed. This thesis contributes to this by addressing the determinants of behaviour of both social insurance physicians and work disability claimants with regard to their communication during assessment interviews for disability benefits, as well as the development and evaluation of a postgraduate communication skills training course for social insurance physicians. The results of the studies that are described, indicate that it is worth while – from a scientific point of view and according to physicians for whom disability assessment interviews are daily routine – to pay attention to communication with disability claimants and determinants of communication behaviour in physician education.

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