

PROFESSIONAL COMMUNICATION AND BEHAVIOR

Interpersonal Communication Skills

- ❖ **Interpersonal communications** means "showing appropriate ways to exchange your ideas and needs."
- ❖ **Interpersonal Skills**, these are the skills one relies on most in order to have successful interaction with other people. These skills which include tactfulness, courtesy, respect, empathy, genuineness, appropriate self disclosure and assertiveness

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Tactfulness and Diplomacy** the ability to deal with others in touchy situations without offending them.
- ❖ When you disagree or let someone know of your displeasure, you should always do so in a way that is tactful and diplomatic.

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Courtesy and Respect** polite behavior that shows respect for other people.
- ❖ **Something that you do** because it is polite, kind, etc.
- ❖ **something that you say** to be polite especially when you meet someone

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Courtesy and Respect** As a HCP in all situations large or small, you should show consideration for other people's feelings and needs. Showing courtesy is an important part of having good workplace manners.
- ❖ When you show respect for another person, you show that you value that person.

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Courtesy and Respect** you can show respect to others by using both nonverbal and verbal signals.
- ❖ **Nonverbally**, you can show respect to another person by shaking hands when meeting , maintaining good posture, and by making appropriate eye contact with them.

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Empathy** the feeling that you understand and share another person's experiences and emotions.
- ❖ When showing empathy to colleagues and patients, you demonstrate use of all of the important skills, tactfulness, courtesy, and respect, but also show that you care.

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Genuineness** there is simply no substitute for showing genuineness, or being genuine. **To be genuine** is to be completely yourself when dealing with others—to be completely open and honest—in all of your words and actions.

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ Colleagues sense your **genuineness** when you show that you care about the job you do, and you care their ability to do theirs.
- ❖ Patients sense your **genuineness** when you show them **courtesy, respect, and empathy**, and you show that you are doing your very best to serve them and their needs

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Appropriate Self-Disclosure** is to open up, or show something, about one's self.
- ❖ As a HCP, you will have opportunities to self disclosure to colleagues and patients but you should be very thoughtful and cautious about when and how you do this

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Appropriate Self-Disclosure** is best used when it does two things:
- ❖ **First**, it shows another person that you have had an experience similar to theirs, there by illustrating something you have in common with that person; and

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Appropriate Self-Disclosure** is best used when it does two things:
- ❖ **Second**, it has significance because it allows you to shows empathy for what that other person is feeling as a result of their experience

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Assertiveness versus Aggressiveness** As an HCP with effective communication skills, you will need to be assertive in your communication style, that is you will need to be able to comfortably and confidently express your ideas, opinions, and feelings of others.

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Assertiveness versus Aggressiveness** To be an assertive communicator is to be able to stand up for what you believe is right without any undue anxiety about what other may think of you.

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Essential Interpersonal Skills for the Healthcare Professional

- ❖ **Assertiveness versus Aggressiveness** It is important however, not to confuse an assertive communication style with an aggressive communication style. When disagreeing with a colleague, an assertive communicator will use clear and direct language while remaining relaxed and respectful, whereas an aggressive communicator can tend to use confrontational and even sarcastic language, while remaining a tense and often superior attitude.

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Effective Therapeutic Communication Skills and Strategies

- ❖ **Remaining Silent with the Patient**
- ❖ **Remaining Nonjudgmental**
- ❖ **Showing Acceptance of What the Patient tells you**
- ❖ **Giving Recognition** Positive reinforcement encourages the patient to take a positive attitude toward the management of their health treatment.

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Effective Therapeutic Communication Skills and Strategies

- ❖ **Offering of Yourself** As an HCP your primary responsibility is to serve the patients healthcare needs.
- ❖ **Giving the Patient the Opening** you can do this effectively by asking open-ended questions.
- ❖ **Leading the Discussion**
- ❖ **Making Observation**

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Effective Therapeutic Communication Skills and Strategies

- ❖ **Encouraging Communication** Always ask the patient to make explicitly clear what they are feeling.
- ❖ **Paraphrasing** Always paraphrase back to the patient what they have told you.

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

HCP must understand that everything they do or say sends a message to the patient. Certain communication behaviors that are appropriate in social settings may not be appropriate in clinical setting.

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Providing Easy Reassurance** when confronted by a patient's unease or distress an HCP's first impulse as a fellow human being may be to provide reassurance with the intention of soothing the patient's unease.

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Minimizing the Patient's Feelings** The HCP's job is to listen attentively and show empathy for the patient, thereby opening up the channel to effective therapeutic communication

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Approving/Disapproving** Approving or disapproving of the patient can falsely give the patient the impression that a power relationship exists between them and the HCP

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Agreeing/Disagreeing** Either agreeing or disagreeing with the ideas, feelings, and thoughts of the patient is an ineffective communication behavior because it turns the discussion of the patient's health into a matter of the patient's being right or wrong.

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Giving Your Own Advice** You should never give a patient personal advice.
- ❖ **Prying (متطفل أو فضولي)** sometimes a patient may indicate that they do not want to discuss a certain topic.

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Becoming Defensive** patients may at times express unhappiness or dissatisfaction with the care received, the HCP, or even the hospital or practice. The HCP should never become defensive in such cases

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Demanding that the Patient Explain their Behavior** The HCP should avoid demanding that the patient explain their behavior. Doing so can cause the patient to feel defensive, and when this happens the patient will no longer freely communicate with the HCP.

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Roadblocks to Therapeutic Communication Part I—The Healthcare Professional's Behavior

- ❖ **Making Commonplace, or Clichéd,
comments.**

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Roadblocks to Therapeutic Communication Part II—The Patient's Behavior

Certain patient behaviors can also impede, or serve as roadblocks to the communication process. It is important for the HCP to be in the lookout for these behaviors

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Roadblocks to Therapeutic Communication Part II—The Patient's Behavior

Ineffective Coping Behaviors Patients may sometimes behave in certain ways to protect themselves from feeling of anxiety, shame, or guilt.

- ❖ **Compensation**, make up for what they perceive as deficiency, or failure
- ❖ **Denial**, Patient unconsciously to reject or deny the feelings and needs
- ❖ **Displacement**, when it is impossible for the patient to accept feelings
- ❖ **Dissociation**, the is attempting to disconnect the emotional significance
- ❖ **Identification**, patients mimic the behavior of someone else
- ❖ **Projection**, instead of showing anger accuse the HCP of being angry
- ❖ **Rationalization**, using falls reasoning to justify inappropriate behavior
- ❖ **Regression**, unconsciously return to immature behavior
- ❖ **Repression**, puts out of their mind painful or difficult thoughts

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Roadblocks to Therapeutic Communication Part II—The Patient's Behavior

Angry Patients, Patients can become angry for many reasons.

- ❖ Learn to recognize anger
- ❖ Stay calm
- ❖ Remember to stay focused on the patient's physical and medical needs
- ❖ Use appropriate nonverbal communication
- ❖ Resist the urge to defend yourself

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Roadblocks to Therapeutic Communication Part II—The Patient's Behavior

Angry Patients, Patients can become angry for many reasons.

- ❖ Encourage the patient to be specific when describing the reasons for their anger
- ❖ Calmly and firmly present your point of view to the patient to help them understand what happens
- ❖ Be sure to follow through completely on any promises you make in addressing the problem
- ❖ Ask if the patients needs a few minutes alone to collect their thoughts and emotion
- ❖ If you ever feel threatened by the patient's anger or you fear that the patient may do harm , leave the room immediately.

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Roadblocks to Therapeutic Communication Part II— The Patient's Behavior

Anxious Patients, Patients may feel anxiety just because they are present in a medical practice, the so called “white-coat syndrome.

- ❖ Quickly identify the signs of anxiety in the patient.
- ❖ Acknowledge the patient anxiety to the patient.
- ❖ Use appropriate nonverbal communication
- ❖ Identify possible sources of the patient's anxiety
- ❖ Make sure that the patient is as comfortable as possible physically

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Roadblocks to Therapeutic Communication Part II— The Patient's Behavior

Anxious Patients, Patients may feel anxiety just because they are present in a medical practice, the so called “white-coat syndrome.

- ❖ Determine what types of support the patient has
- ❖ Work to create a climate of warmth, acceptance, and trust
- ❖ Never minimize or make light of the patient anxiety, feelings, or thoughts
- ❖ Try to help the patient cope with their anxiety
- ❖ Notify the physician of the patient's concerns

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Communication with Other Members of the Healthcare Team—Your Colleagues

The quality of your work experience will have a lot to do with how well you communicate with other people at work.

- ❖ **Always Use an Appropriate Means of Communication with Co-Workers**
- ❖ **The Appropriate Attitude is Assertive not Aggressive**
- ❖ **Always Choose an Appropriate Time and Place for Important Communication**

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Communication with Other Members of the Healthcare Team—Your Supervisor

How much you enjoy your job and how far you advance will have a lot to do with how effectively you communicate with your supervisor.

- ❖ **Keep Supervisors Informed, important to keep your supervisor informed when anything goes wrong.**
- ❖ **Ask Questions, if you are ever unsure about the right thing to do, be sure to ask.**
- ❖ **Minimize Interruptions of You Supervisor's Time**
- ❖ **Show Initiative**



Thank You