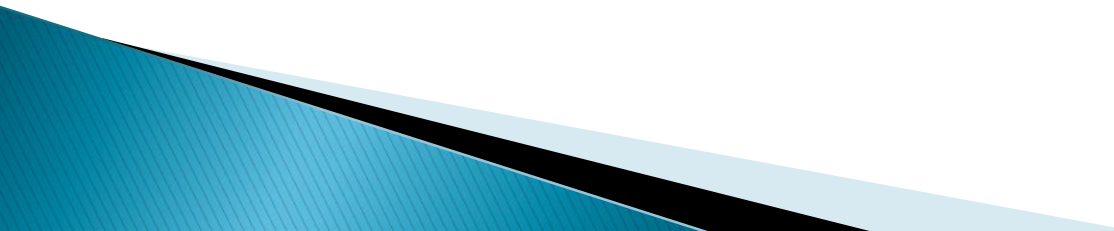


Communication Skills And Listening skills

Prof Dr Arun Jamkar

MS, PhD (Surgical Oncology)
FICS.FMAS, FIAGES, FAIMER fellow

Director,
Post graduate programme, Research
and Development,
MIT Group of Medical colleges Pune

- ▶ Ex Vice Chancellor, Maharashtra university of Health sciences, Nashik
 - ▶ Consultant , Persistent system pvt. ltd
 - ▶ Chair, National Bioethics Curriculum implementation UNESCO Chair in bioethics Haifa
 - ▶ Ex Dean, B J Medical College Pune and RCSM Govt. Medical College Kolhapur
 - ▶ Ex Professor of surgery
B J Medical College Pune
- 

The Team



Tejinder singh



Payal Bansal



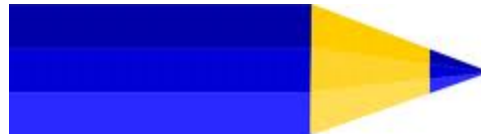
Savita Marathe



Aarati Hajarnavis

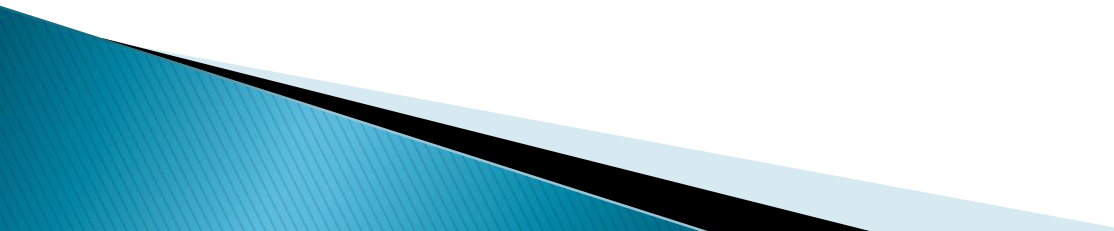


Maya Jamkar



Surekha Shinde

Objectives of the Session:

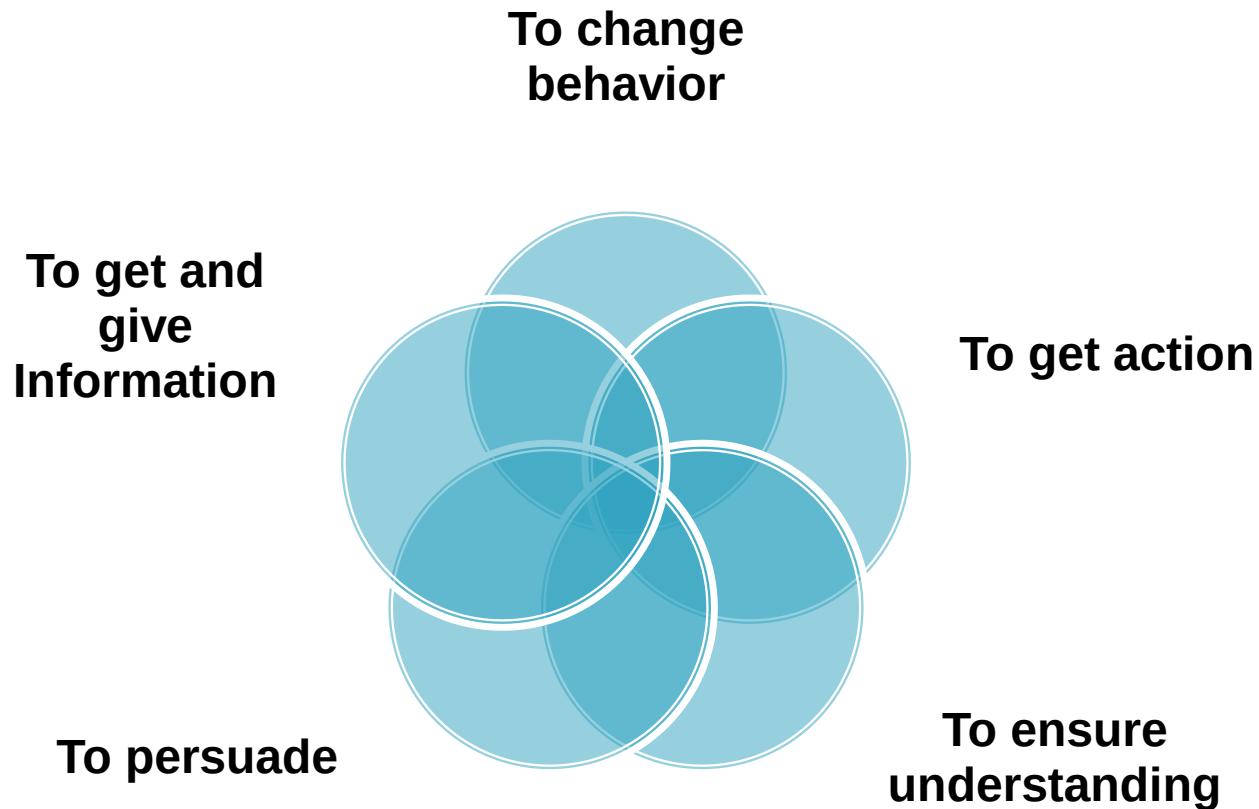
- Explain the importance of communication and communication skills
 - Identify the different ways of communication
 - Distinguish between verbal and non-verbal communication
 - Appreciate the importance of listening
- 

Definition



Communication is the transfer of **information** and **understanding** from one person to another.

Why communicate



Desired **Knowledge, Skills and Abilities** Employers Seek

(in New 2011 MBA Hires)

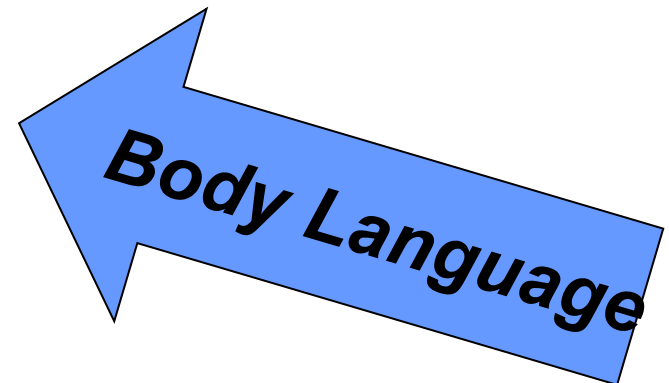
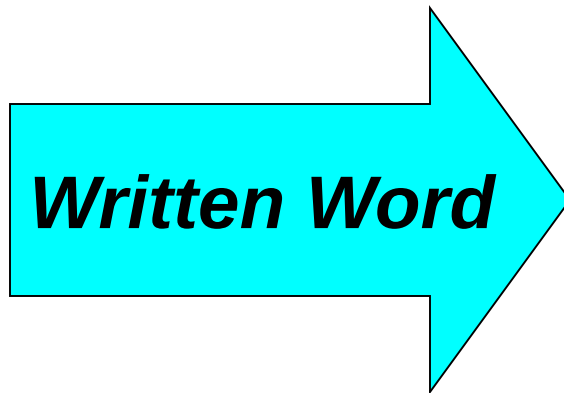
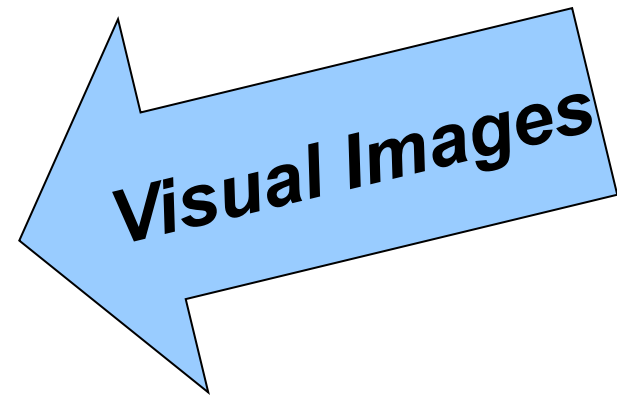
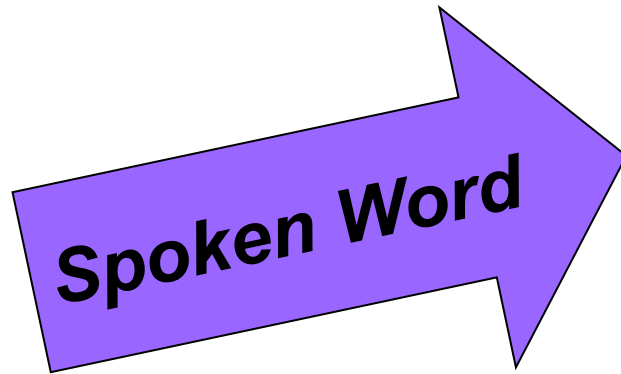


Open doors...



is the key.

Channels



**All communication methods are important
but our emphasis will be upon the spoken
word... Since**

**70 % or all our communication efforts are:
misunderstood, misinterpreted, rejected,
disliked, distorted, or not heard (even in the
same language, same culture)!**

70%

**When you think of the word
“communication” what incidence /
example / experience comes in your
mind. After which you felt that it was a
good / effective communication**

- ▶ Think for a minute and share

“Communication is a “**dynamic**” process which individuals use

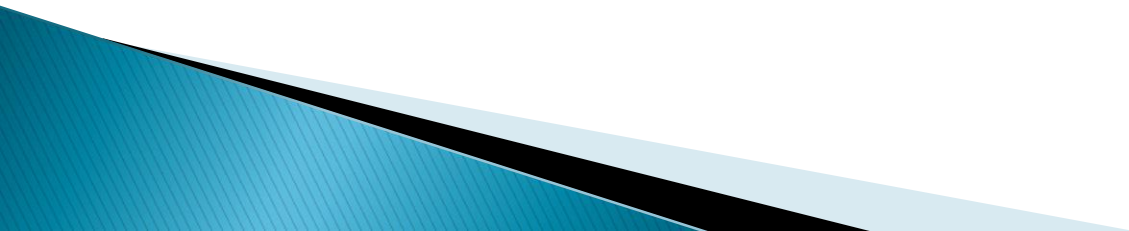
to **exchange** ideas and information,

to **relate** experiences and

to **share** desires and feelings through speaking, writing, gestures or sign language”

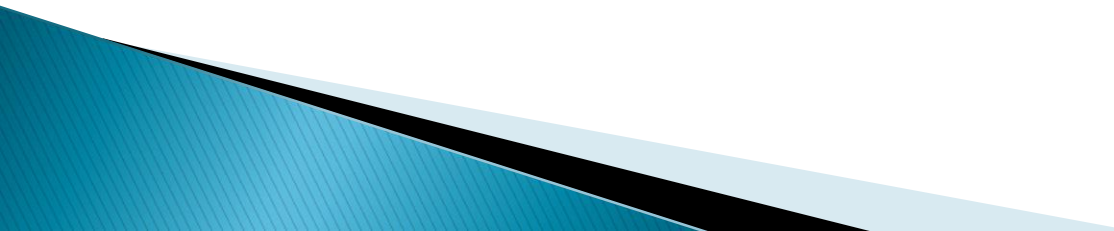


Effective communication is when it gets
the **desired** action or response

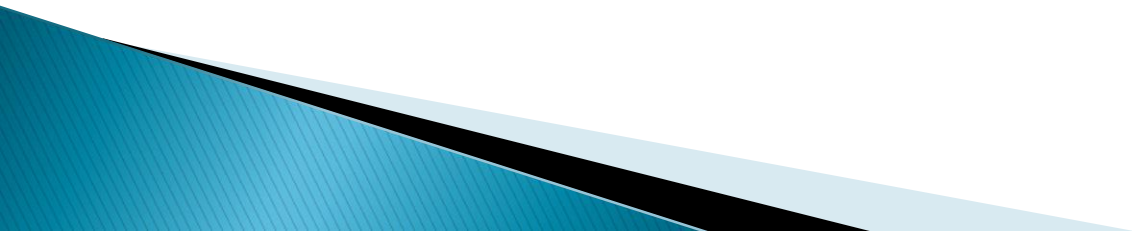


Communication skills is the “**Ability**” to perform communication **effectively** by using language.

Activity – Blind Object

- ▶ Two pairs of participants
 - ▶ Two identical drawings
 - ▶ 1st pair - not facing each other– one participants instructs and other draws as per instructions
 - ▶ 2nd pair – facing each other - one participants instructs and other draws as per instructions
- 

Whom do we communicate?



Whom do we communicate with in professional sphere??

- Teaching
- Nurses & staff
- Colleagues
- Administrators
- Evidence in court
- Reporting research findings
- Talking to media
- Public & legislature
- Presentations
- Meetings
- Conflict management
- Meetings
- Team

Doctor -Patient

- ✓ History taking
- ✓ Breaking bad news
- ✓ Consultations
- ✓ Obtaining informed consent

*Written –
Referrals, Handing over,
patient records, Project
Reports, Research
proposals*

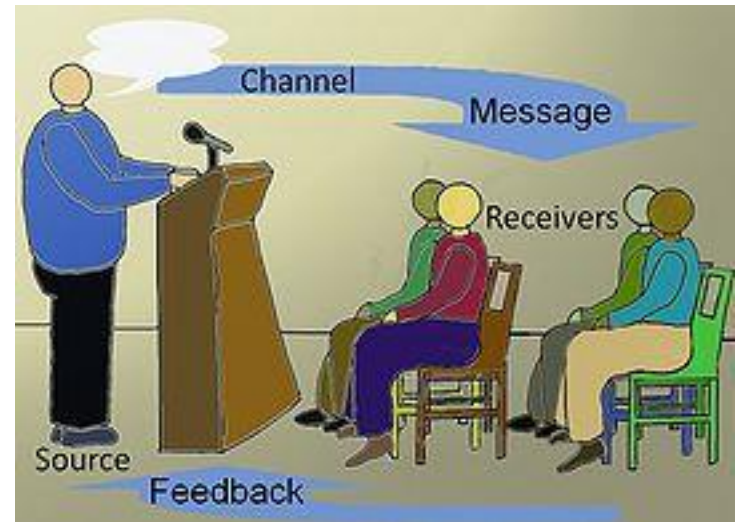
How do we communicate?

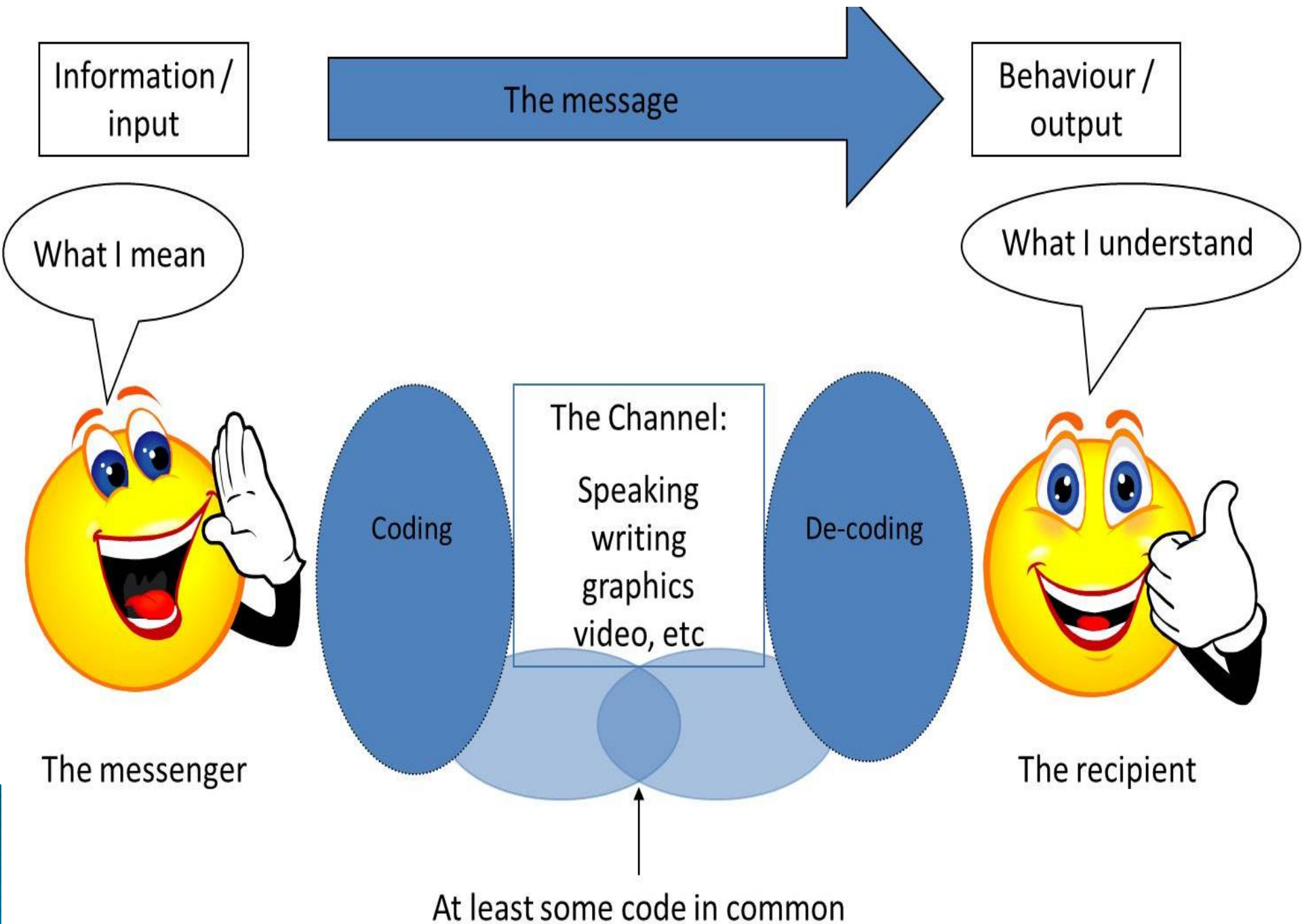
Transmission Model Of Communication

An in-depth analysis of
Shannon and Weaver's Model
Approach to Communication.



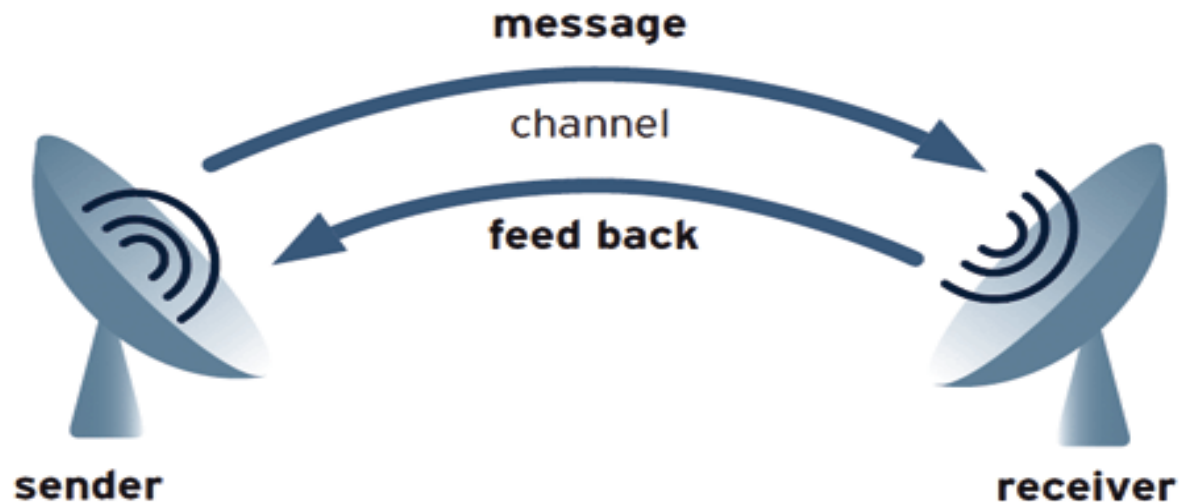
- ▶ *A model invented by Shannon and Weaver*
- ▶ *Model that was invented in 1949*
- ▶ *It has been considered a mathematical interpretation of how communication between different parties is ought to function*
- ▶ *The purpose of the model is to communicate to one another*





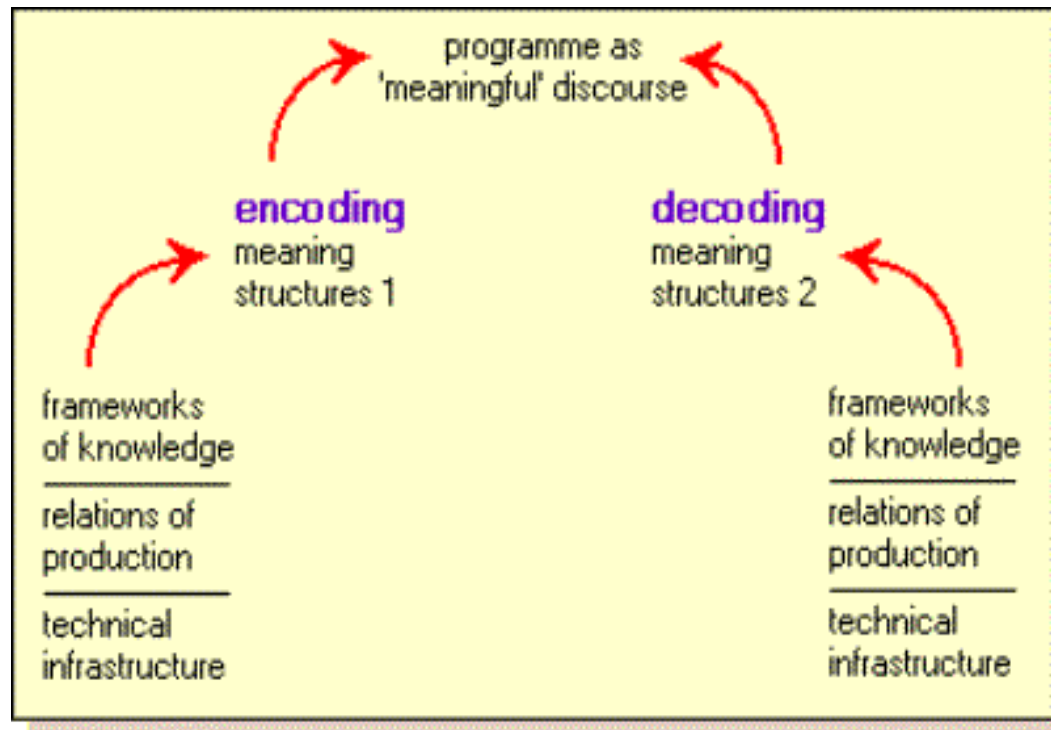
SENDER

Sender and receiver – basic model



**The sender is the primary communicator,
the sender controls the type of
communication.**

ENCODING



We use encoding by using verbal/non-verbal ideas and thoughts to process the communication



Encoding

- ▶ *Encoding* is the procedure where the source takes the idea and applies symbols that can be verbal or nonverbal to send which correspond to the idea.
- ▶ Culture, gender, expectations, language, etc. can all play a huge part in the procedure of *encoding*.

Encoding

- Verbal
- Idea a
- Inform
produc
- Deper
- Transl
univers



Encoding

MESSAGE



The message is what the sender wants you to know.

Message

- ▶ The *Message* is what the sender wants the audience to know and is the actual content.
- ▶ Sentence structure, spelling, grammar, etc., are all aspects of a message.

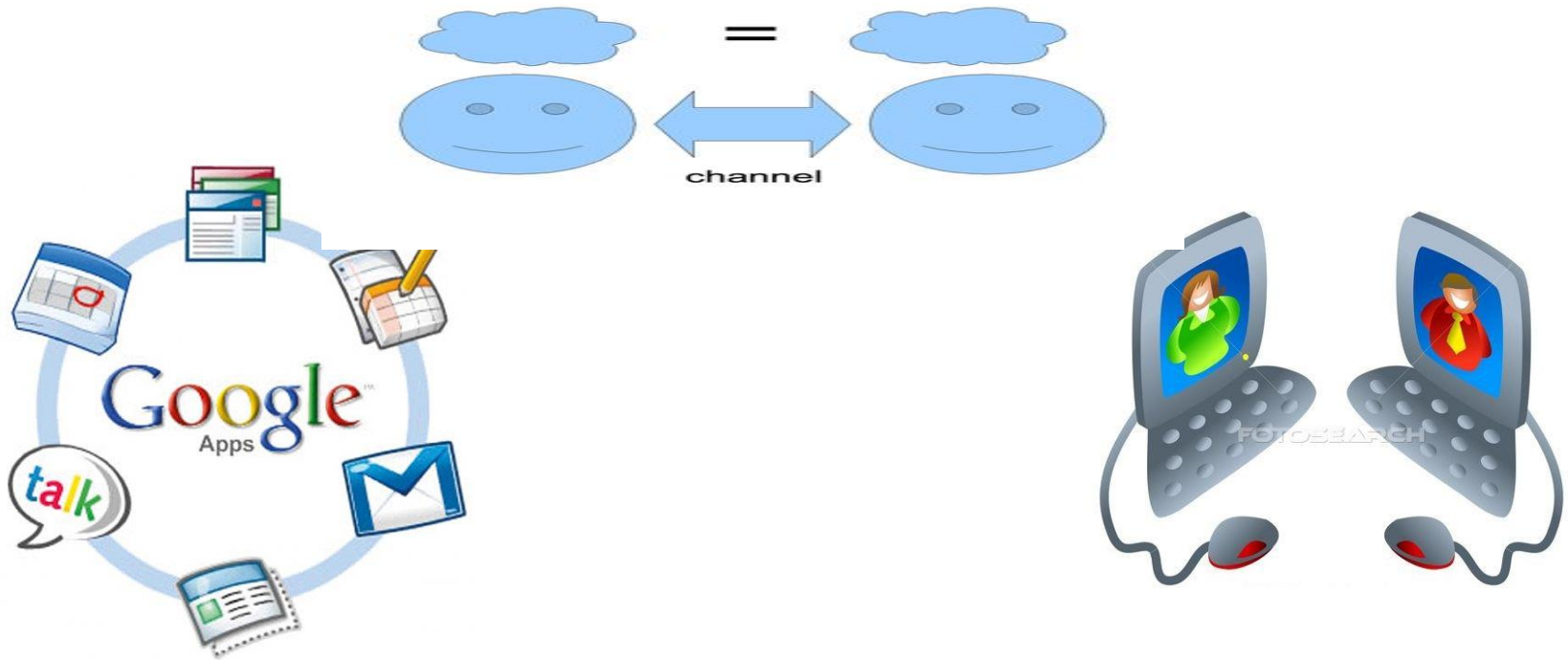


Message



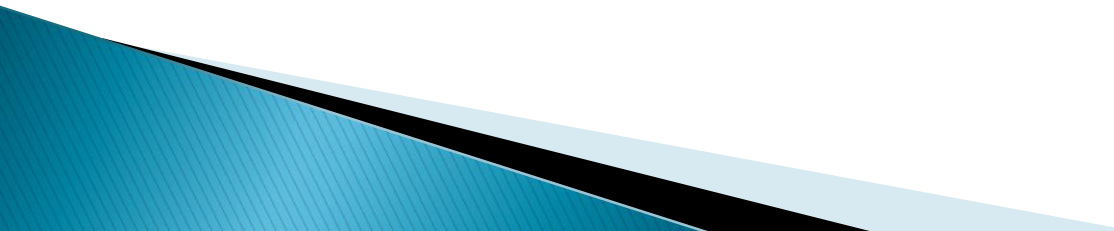
- ▶ The matter the source or sender is communicating about
- ▶
- ▶ Considered the object of communication, controlled by the sender
- ▶ Verbal or nonverbal
- ▶ To receive for the sender
- ▶ Manner for the sender to convey a certain matter
- ▶ Messages can include claims, and contentions-

CHANNEL



The channel is the way the message is send, the way you want to message to be translated to.

Channel

- ▶ Means for the sender to communicate to the receiver
 - ▶ Outlet to send a message back from the receiver to the sender (also known as feedback)
 - ▶ Usage as avenue to converse an argument in the area of critical thinking
 - ▶ Path for an individual to express oneself verbally or non-verbally
 - ▶ To stimulate one of the five senses: sight, sound, touch, taste, and smell
 - ▶ Channels contain the right time, place and occasion (Marteney, 85)
 - ▶ Consideration of word choice, ambiguity, definition and intensity(Marteney, 85)
 - ▶ Meanings reflected through channel, either denotative or connotative
 - ▶ The critical thinker must therefore use the channel eloquently, so that his or her argument is going to be admitted as a reliable truth
- 

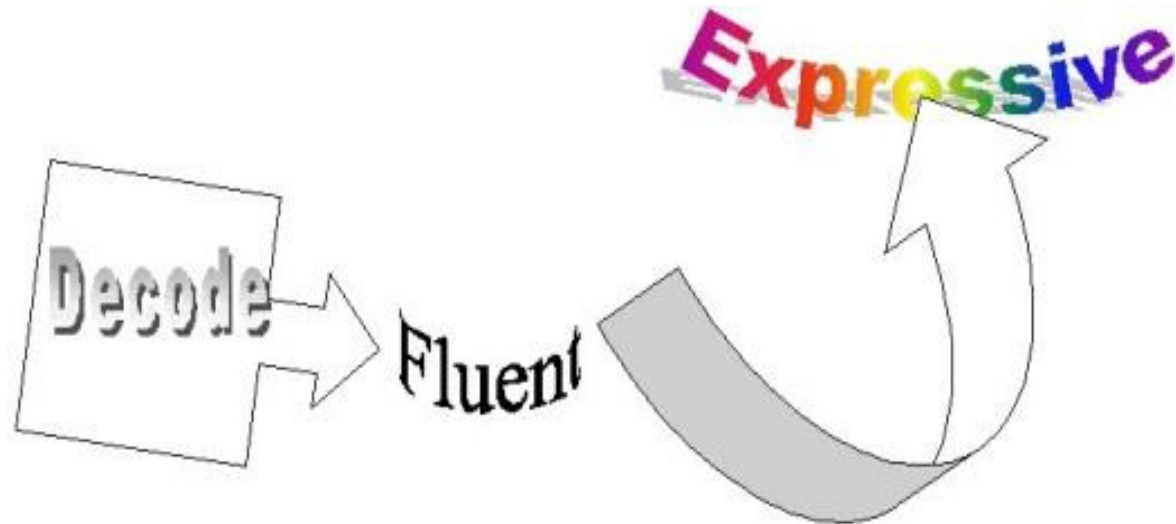
RECEIVER

EFFECTIVE COMMUNICATION



The receiver is the person that receives the message that the sender communicated.

DECODING



The purpose for decoding is for the receiver to be able to comprehend the senders message to its best of understanding.

Decoding



- ▶ *Decoding* is the skill of translating the message into symbols.
- ▶ It is difficult to understand the message exactly the same way the sender sent it because they are not identical. We can only wish it comes as close.
- ▶ Culture, gender, expectations, language, etc. that all affected *encoding*, can also affect *decoding*.

Decoding



- ▶ Converting code symbols back into information –conducted by the receiver
- ▶ Translation to a specific interpretation which has been encoded by the sender
- ▶ Contexts may influence the way one decodes an idea
- ▶ Perception process (Marteney, 71) to come to light during the decoding process
- ▶ Arguments supported by claims, contentions and evidence to be interpreted in a certain way

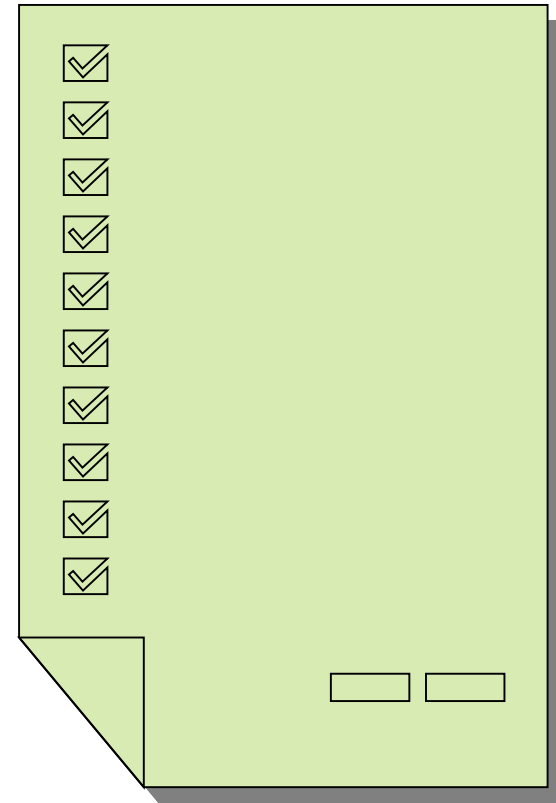
FEEDBACK



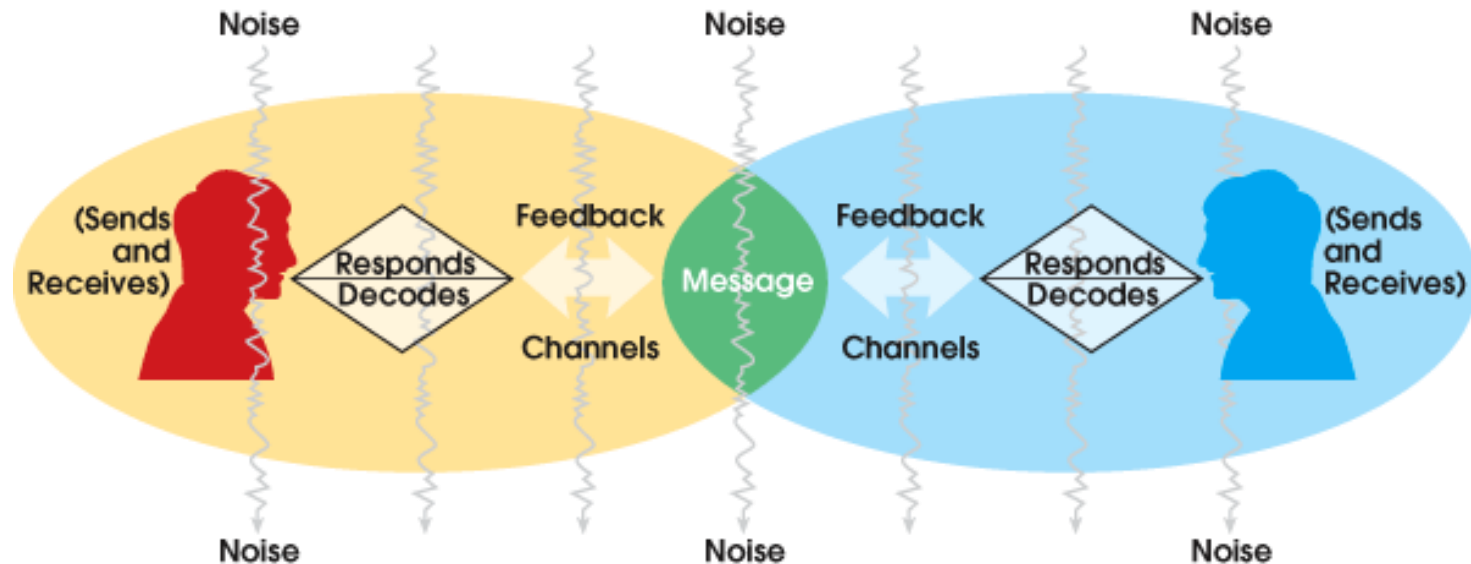
The feedback that is giving to the sender provides the proof how well the receiver was able to decode the message.

Feedback

- ▶ *Feedback* is the information that is sent back.
- ▶ *Feedback* can tell the Sender how you have decoded it by the way you respond to it.



NOISE

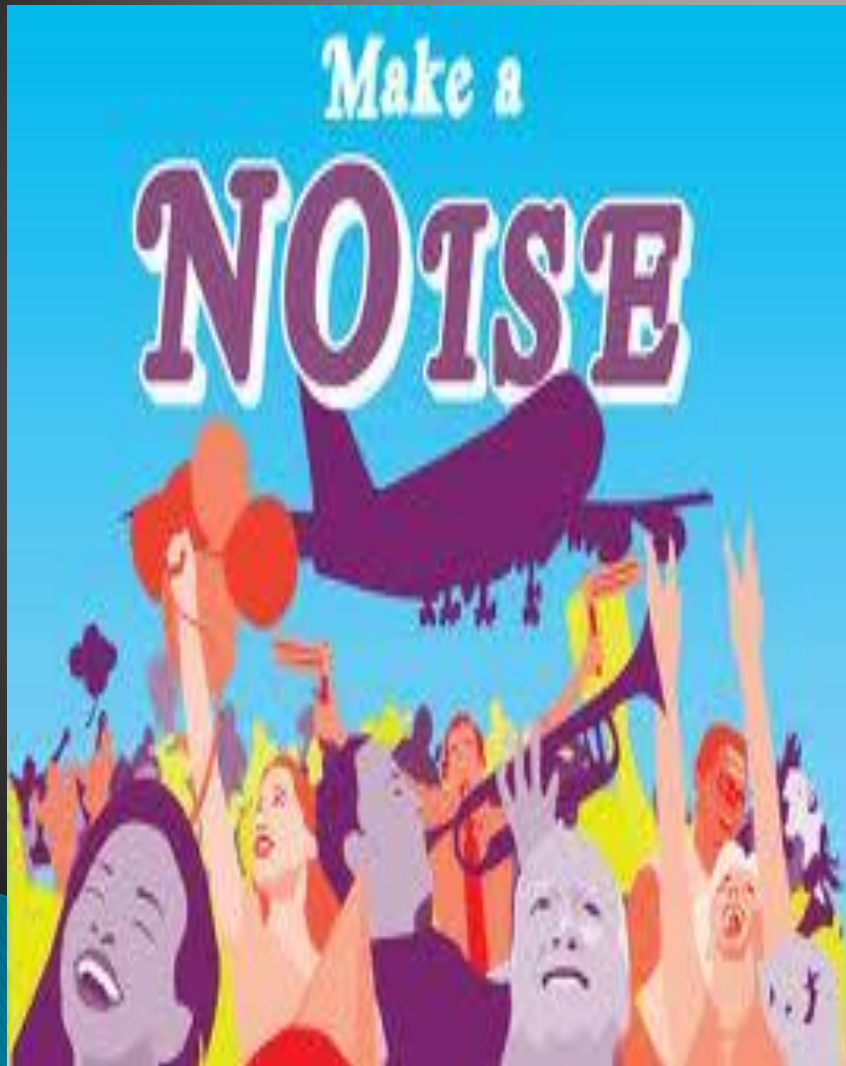


The noise can be anything that prevents the sender message to be received correctly.



- ▶ Noise can happen at any time during communication.
- ▶ It also disrupts or distorts the process.
- ▶ It could be physical or psychological.

Noise

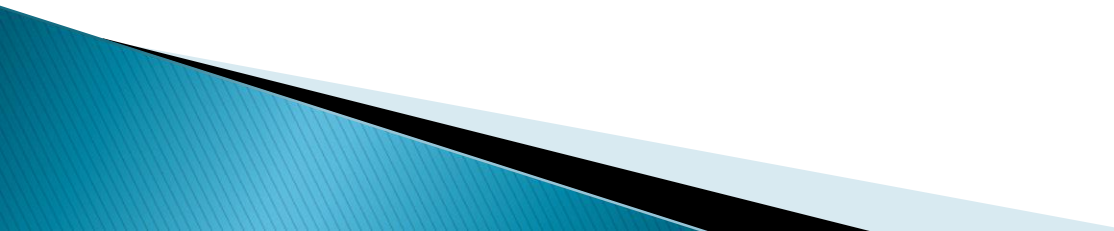


- ▶ Anything that disrupts or distorts the communication process
- ▶ Verbal and nonverbally
- ▶ Noise does not necessarily have to come from the audience or anyone in the room
- ▶ Maybe viewed as negative disruption
- ▶ Noise may also be a source of an indirect message-e.g. the matter of the orator may not be appropriate for the audience

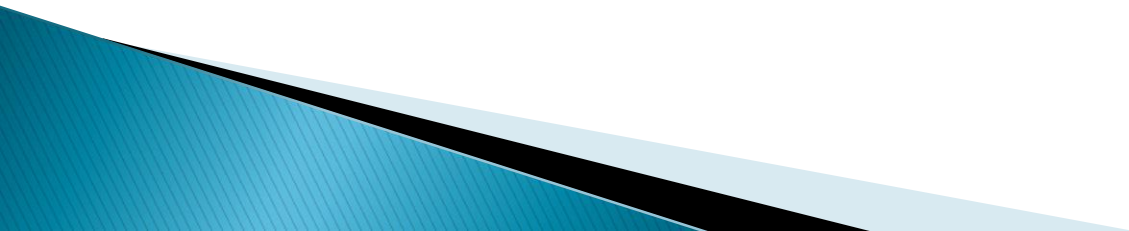
Speech in Kashmir Shaivism to exist on multiple levels

- ▶ The exterior (or spoken) speech is expressed through *vāk tattva*.
- ▶ The full scale of speech is as follows:
 - *parāvāk* - identical to the nature of the Spirit
 - *paśyantī vāk* - pure intentionality, pre-speech
 - *madhyamā vāk* - mental speech,
 - *interiorvaikharī vāk* - spoken word, exterior

Basics

- ▶ Communication always involves at least two people.
 - ▶ Communication is what the receiver understands not what the sender says.
- 

*Observe the following video
and
give your comments*





What are the barriers in effective communication?



- Lack of Sensitivity to Receiver
- Lack of Basic Communication Skills
- Insufficient Knowledge of the Subject
- Emotional Interference
- Lacking confidence

Encoding Barriers

- Physical Distractions
- Channel Barriers.
- Long Communication Chain.

Transmitting Barriers

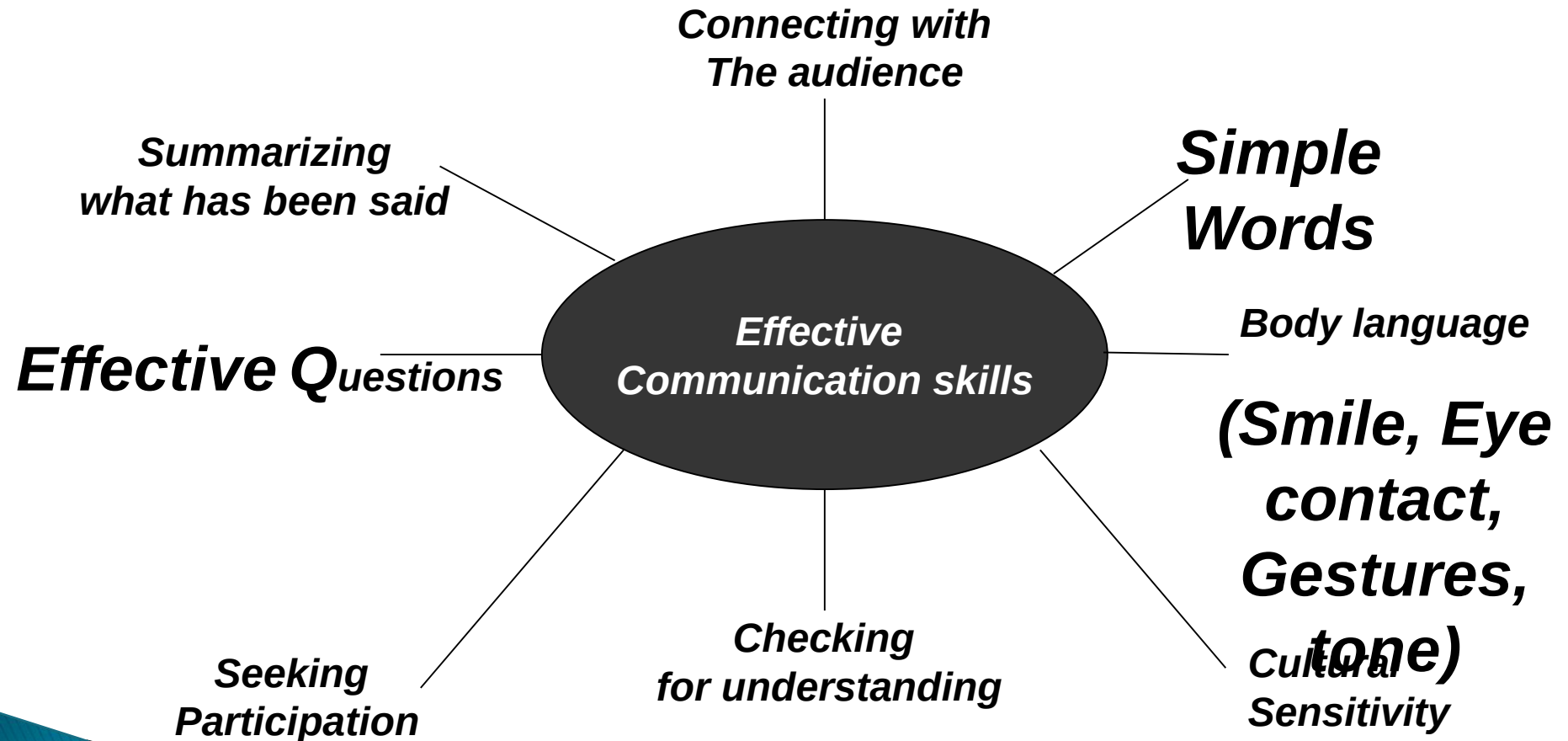
- Lack of Interest.
- Lack of Knowledge.
- Lack of Communication Skills
- Emotional Distractions
- Information overload
- Conflicting Messages

Decoding Barriers.

- No Provision for Feedback
- Inadequate Feedback.

Responding Barriers

Over coming the barriers of effective communication



Conclusion to the Transmission Model of Communication

We must remember,
“Communication effectiveness depends on the successful integration of all the parts of the process.”

THINK
...BEFORE YOU SPEAK

T...IS IT TRUE

H...IS IT HELPFUL

I...IS IT INSPIRING

N...IS IT NECESSARY

K...IS IT KIND

AGCME Competencies Associated with the Communication and Interpersonal Skills Competencies

**The Kalamazoo Consensus
Statement***

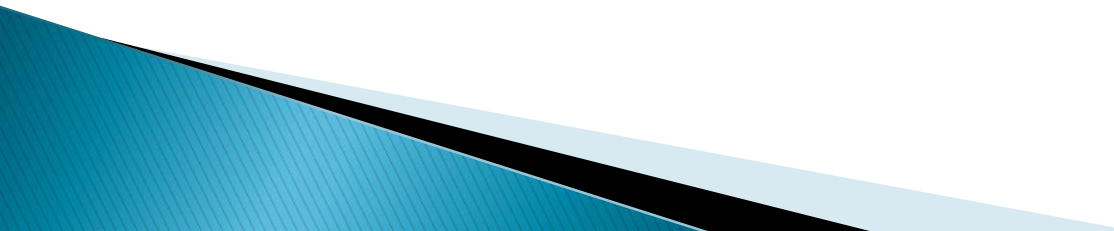
****Academic Medicine, Vol. 79 , No.6 June 2004***

Communication Skills Competencies (ACGME)

INTERPERSONAL SKILLS

- ▶ Build and maintain therapeutic relationship
- ▶ Demonstrate caring and respectful behaviours

Communication tasks for these skills -

- Make a personal connection with the patient
 - Elicit the patient's perspective on the illness
 - Express empathy
 - Express a desire to work with the patient
- 

Communication Skills Competencies (ACGME)

COMMUNICATION SKILLS

- ▶ Listen effectively
- ▶ Elicit information with effective questioning skills
- ▶ Communication tasks for these skills –
 - Allow patient to finish an opening statement
 - Negotiate a consensual agenda for the encounter
 - Use open-, then closed-ended questions
 - Use summaries and transition statements

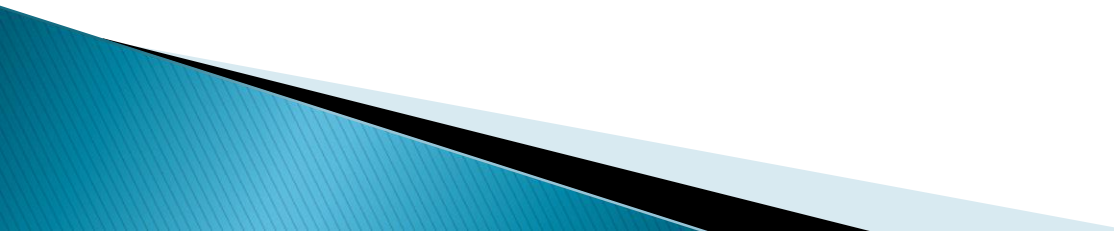
Communication Skills Competencies (ACGME)

COMMUNICATION SKILLS

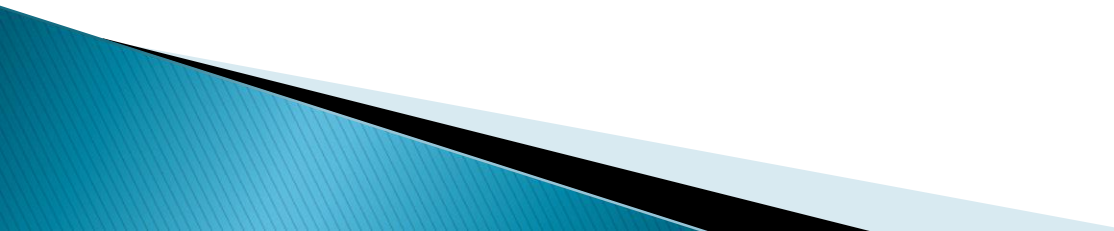
- ▶ Provide information using effective explanatory skills
- ▶ Counsel and educate patients
- ▶ Communication tasks for these skills –
 - Assess patient's understanding of problem and desire for more information
 - Use everyday words
 - Check accuracy of patient's understanding
 - Review interim plans and contact information
 - Explain choices in light of patient's goals, values
 - Promote healthy behavior change

Communication Skills Competencies (ACGME)

COMMUNICATION SKILLS

- ▶ Make informed decisions based on patient information and preferences
 - ▶ Communication tasks for these skills –
 - Include patients to the extent they desire
 - Identify one's own personal biases when giving advice
- 

Assessing Communication Skills

- ▶ Checklists
 - ▶ Patient Surveys
 - ▶ Examinations – OSCE, Mini-CEX
 - ▶ Direct Observation rating scales
 - ▶ Simulated Encounter ratings
 - ▶ Multisource Feedback
 - ▶ Empathy and emotional intelligence scales
- 

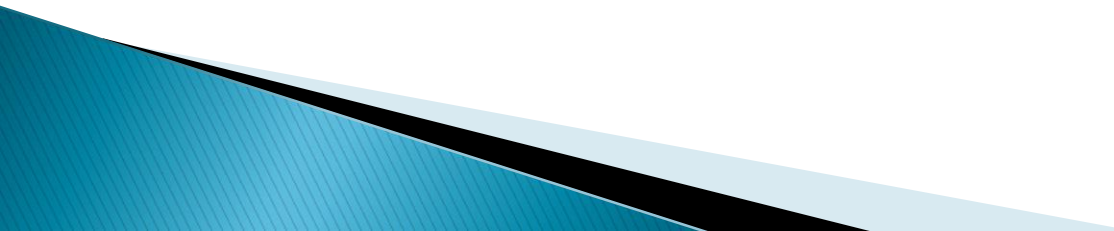
Do you have these competencies ?

ACGME Competencies Associated with the Communication and Interpersonal Skills Competencies from the Kalamazoo I Consensus Statement*

Skills Type	ACGME Competencies in Communication and Interpersonal Skills ³	Communication Tasks or Skills from the Kalamazoo I Statement ¹¹
Interpersonal skills	Build and maintain a therapeutic relationship Demonstrate caring and respectful behaviors	Make a personal connection with the patient Elicit the patient's perspective on the illness Express empathy Express a desire to work with the patient
Communication skills	Listen effectively Elicit information with effective questioning skills Provide information using effective explanatory skills Counsel and educate patients Make informed decisions based on patient information and preferences	Allow patient to finish an opening statement Negotiate a consensual agenda for the encounter Use open-, then closed-ended questions Use summaries and transition statements Assess patient's understanding of problem and desire for more information Use everyday words Check accuracy of patient's understanding Review interim plans and contact information Explain choices in light of [patient's] goals, values Promote healthy behavior change Include patients to the extent they desire Identify [one's own] personal biases when giving advice

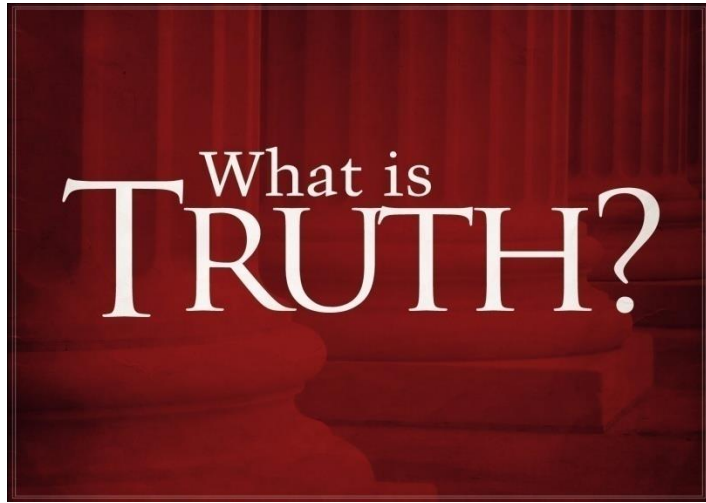
*Superscripts refer to citations in the reference list of this article. ACGME stands for Accreditation Council for Graduate Medical Education.

Seven “C”s of communication

- 1. Candidness:** *Honest, sincere and with no prejudice or bias*
 - 2. Clarity:** *Accurate and familiar words, proper intonations, stress in case of spoken words*
 - 3. Completeness:** *Well planned message*
- 

4. **Concise:** *Avoid repetitions*
 5. **Concrete:** *Being specific and definite
(avoid passive voice)*
 6. **Correct:** *No grammatical errors, correct
pronouns, Remember Google explosion*
 7. **Courtesy:** *proper decorum in
conversations, assertiveness, no
rudeness, respect*
- 

TRUTH VS. VALIDITY



- *Truth is the complete accuracy of propositions, statements, sentences, assertions and beliefs.*
- *The threshold for truth is measured as absolute certainty.*
- *Promotes dogmatism.*
- *Acquiring truth is not the goal in argumentation and critical thinking.*



बोलने से पहले
लफ़्ज़ आदमी के
गुलाम होते हैं

लेकिन
बोलने के बाद इंसान
अपने लफ़्ज़ों का गुलाम
बन जाता है



Different ways of communication

Verbal



nlf1014 www.fotosearch.com

Non-verbal
(Body Language)



Written



yin

("non-verbal")

yang

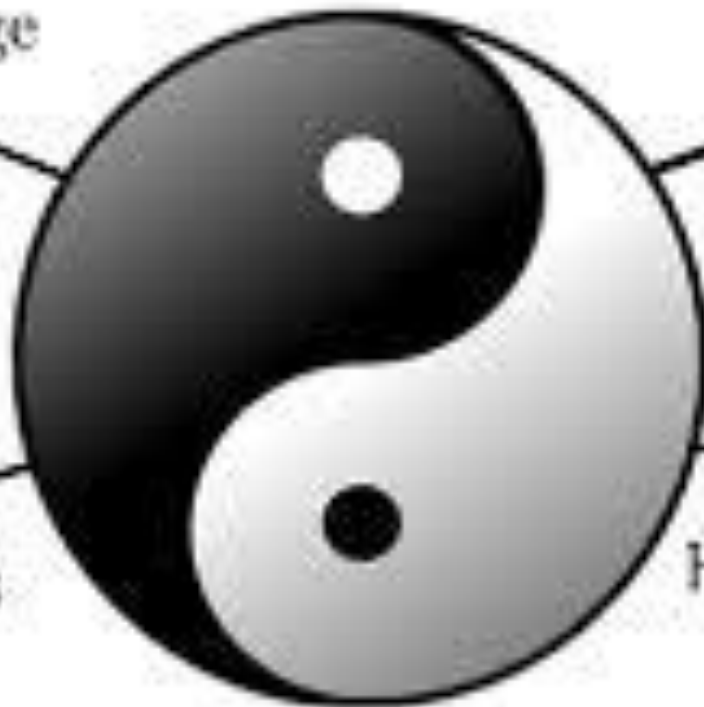
("oral")

body language

Words Used

Mindfulness

How Words Are Spoken



***gs 'kCnsaafo.k laokfnts | bafnz;ka us.krka
Hkksfxts |***

cksykvk/kha >kksafcts | izes;klh || 1 ||

***tSls Hkzej ijkxq usrh | ijh deGnGsa us.krh |
rSlh ijh vkgs lsforh | xazFkh b;s || 2 ||***

***dka vkiqyk Bkoks u lkafMrka | vkfyafxts panza
izdVrka |***

gk vuqjkxq Hkksfxrka | daeafnuh tk.ks || 3 ||

Verbal Communication

- Face to face Communication with people
- Organized by language

Key components of Verbal communication

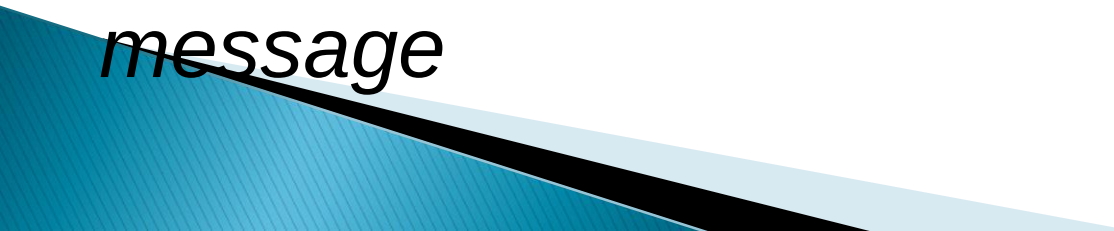
- Words
- Language: Talk in patients language, Non Medical language



Examples

1. Shut the door
2. Please shut the door
3. Will you please shut the door?
4. Could you please shut the door?

The use and position of words makes a difference in understanding the intent of the message



Words

- ▶ Multiple meanings :
- ▶ (e.g. ROUND)
 - Round like ball
 - A round dozen
 - Cylindrical object
 - Round of applause
 - A knot of people

28 different meanings for 500
words!



Context

- ▶ Using the word in a certain environment to give it a meaning.

Dummy

Office: Unacceptable

Bridge: Acceptable !



CONTEXT REFRAMING

Context reframing means changing the context to increase the value of the behavior or experience.

Useless frame : My boss doesn't have a clue. That means more work for me

New frame : My boss needs me to explain what's going on, which makes me even more valuable.

Useless frame : You'd have to be a math wizard to get ahead in this company.

New frame : Taking an online math class will help me move up faster in this firm.

CONTENT REFRAMING

Content reframing means searching for other meanings for an experience.

Useless frame : Three people in my department failed to connect with our new client.

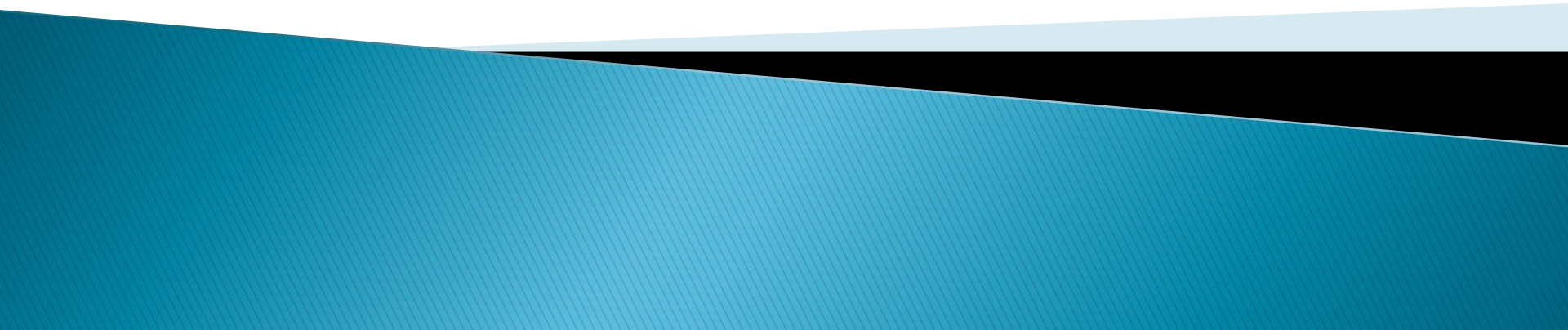
New frame : I'm going to figure out how to be the first in our department to connect with our new client.

Useless frame : My boss is a slave driver.

New frame : I'm learning by fire, and it's going to make me a better worker wherever I go after this place.



Context used by specialist



- ▶ When a panel of doctors was asked to vote on adding a new wing to their hospital,
- ▶ the allergists voted to scratch it and
- ▶ the dermatologists advised no rash moves.
- ▶ The gastroenterologists had a gut feeling about it,
- ▶ neurologists thought the administration had a lot of nerve and
- ▶ the obstetricians stated they were all labouring under a misconception.
- ▶ The ophthalmologists considered the idea short-sighted;
- ▶ The pathologists yelled, "Over my dead body"
- ▶ while the pediatricians said, "Grow up!"

- ▶ The psychiatrists thought the whole idea was madness.
- ▶ The surgeons decided to wash their hands of the whole thing and
- ▶ the radiologists could see right through it!
- ▶ The physicians thought it was a bitter pill to swallow; and the
- ▶ plastic surgeons said, "This puts a whole new face on the matter."
- ▶ The podiatrists thought it was a step forward,
- ▶ but the urologists felt the scheme wouldn't hold water.
- ▶ The anaesthetists thought the whole idea was a gas and
- ▶ the cardiologists didn't have the heart to say no.

To improve verbal communication

- Use positive and clear words
- Tell a story
- Ask right questions
- Think and prepare before you speak
- Reduce usage of words like ok, um etc.
- Avoid careless language



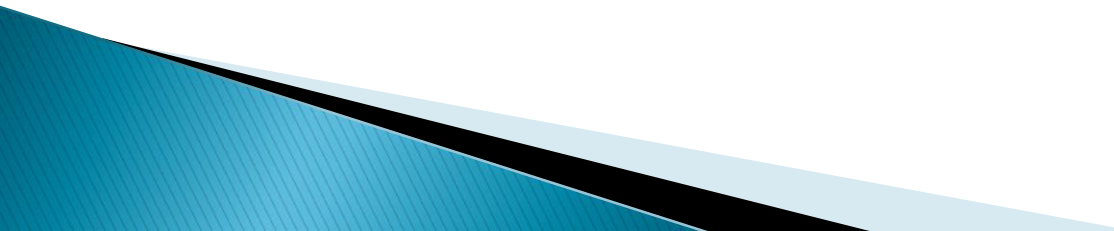


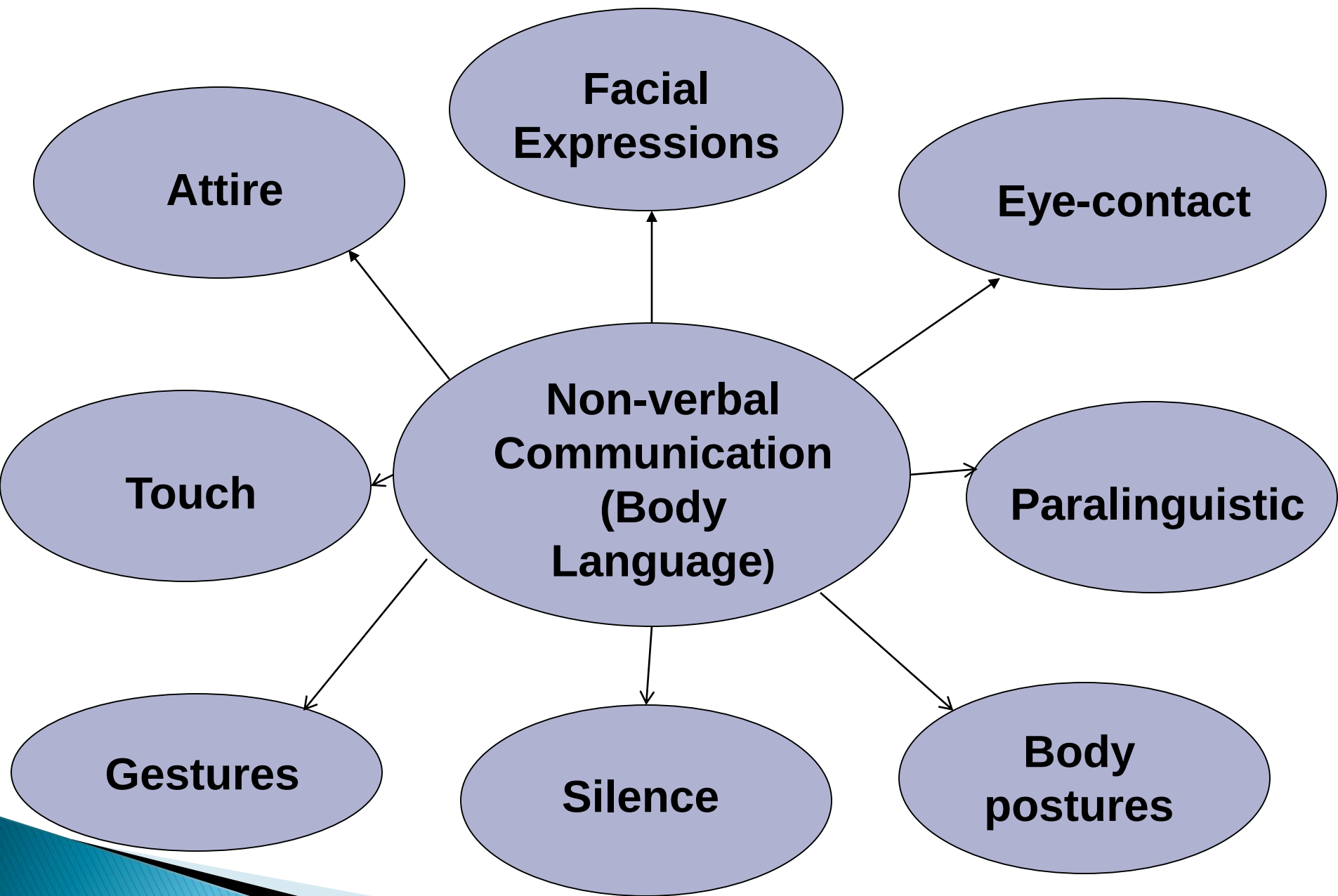
- ▶ shabda wachun kalale sare shabachaya palikadale
- ▶ **'kCnk okpwu dGys lkjs 'kCnkP;k ifydMys**

Non-Verbal Communication

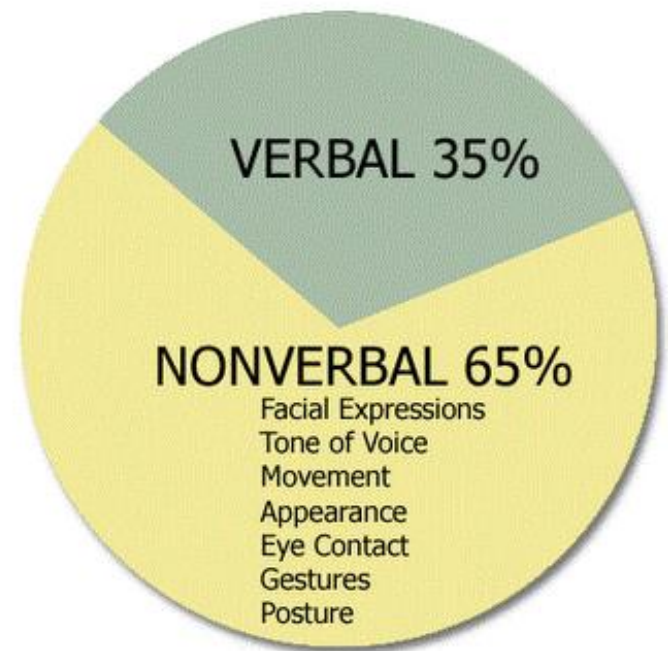
Write down important components of
non-verbal communication

Share them with your group





*We communicate
the most when
we are not speaking*



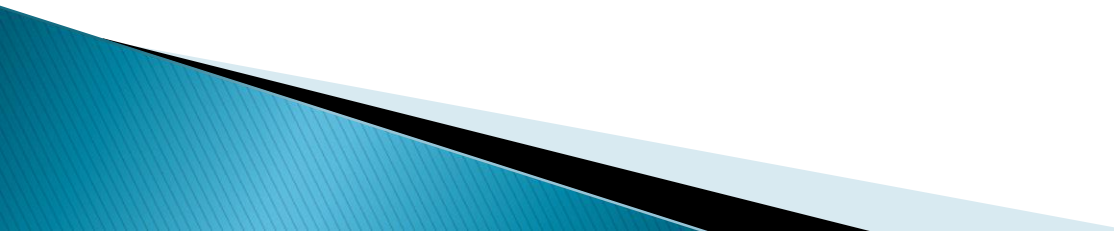
Copyright © 2008 www.imprinttrainingcenter.blogspot.com

- *Only 7% is through words (verbal communication) – the facts*
- *Significant 38% is through voice/vocal characteristics (tone, pitch, pause, speed)*
- *55% is through body language*

(Ref: Dr. Albert Mehrabian of UCLA)

Para linguists

Elements of voice used to avoid monotone

- Tone of Voice**
 - Pitch**
 - Rhythm**
 - Loudness**
- 
- A decorative graphic element in the bottom-left corner of the slide, consisting of overlapping blue and black geometric shapes.

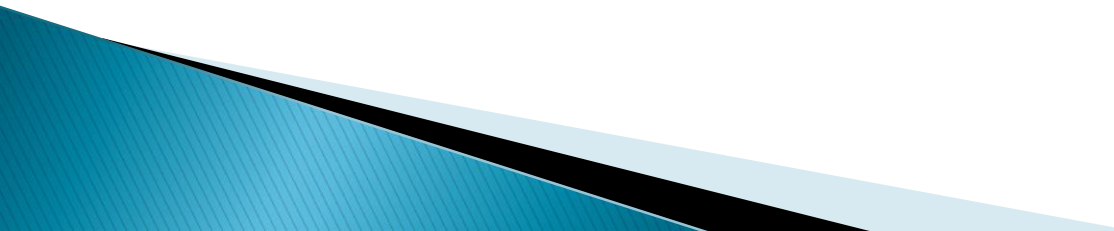
Tone of voice

“It doesn’t matter what you say but how you say”

SOOOOO HOT!!!



Semantics

- ▶ Phonetics : Meaning of sounds
 - ▶ Semantics : Meaning of words
- 

Facial Expressions



Facial Expressions

Communicate emotions

A true mirror of our feelings

Reinforce verbal message

Tell the attitude of the communicator



THE **YES** FACTOR

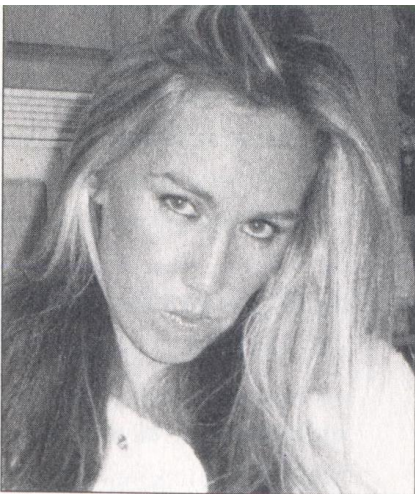
GET WHAT YOU WANT. SAY WHAT YOU MEAN.

INCLUDES
A 21-DAY PLAN
TO MASTER
PERSUASIVE
COMMUNICATION



TONYA REIMAN

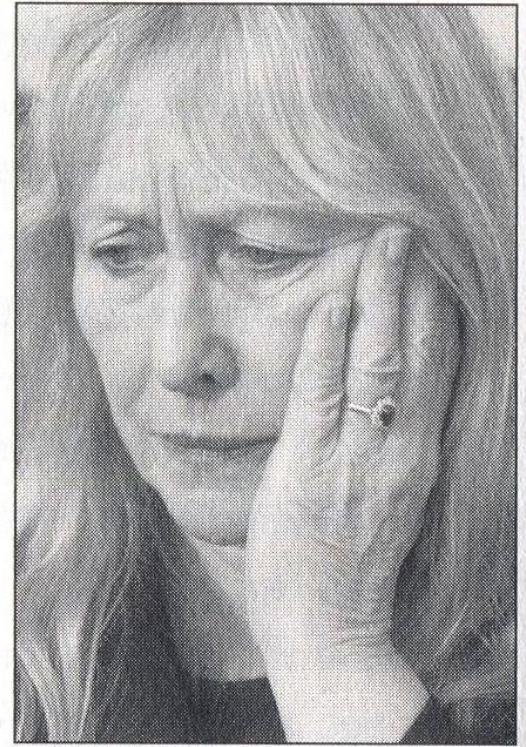
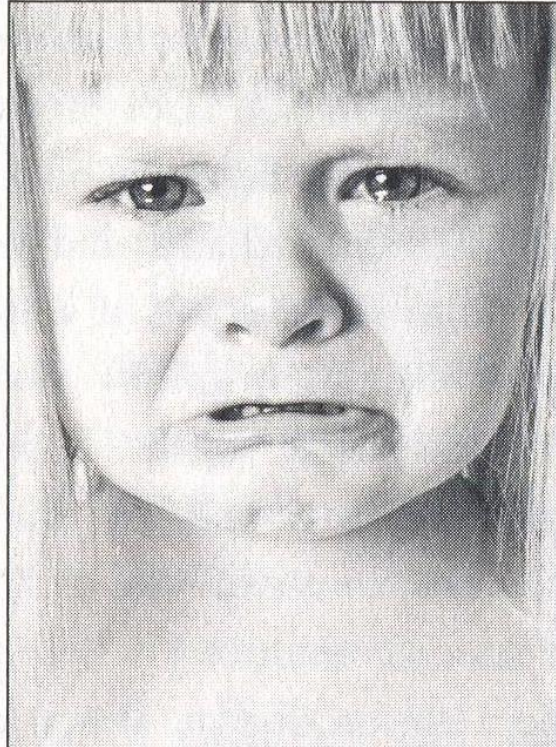
AUTHOR OF THE POWER OF BODY LANGUAGE



SADNESS

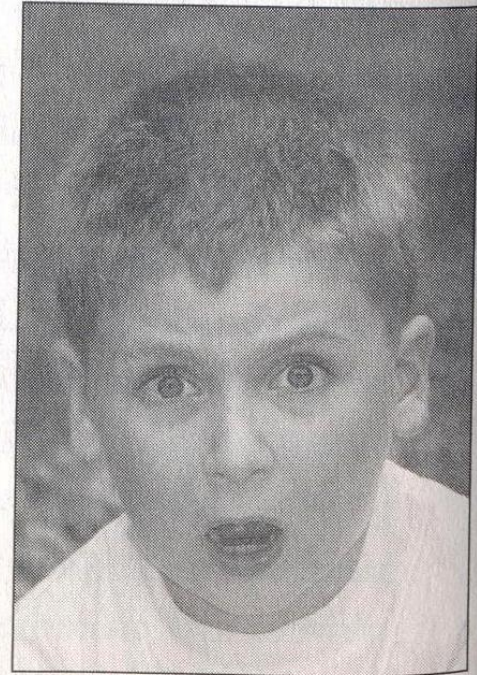
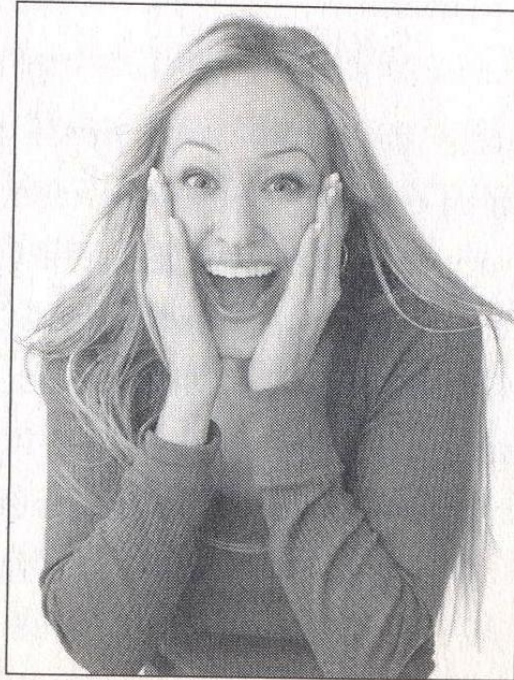
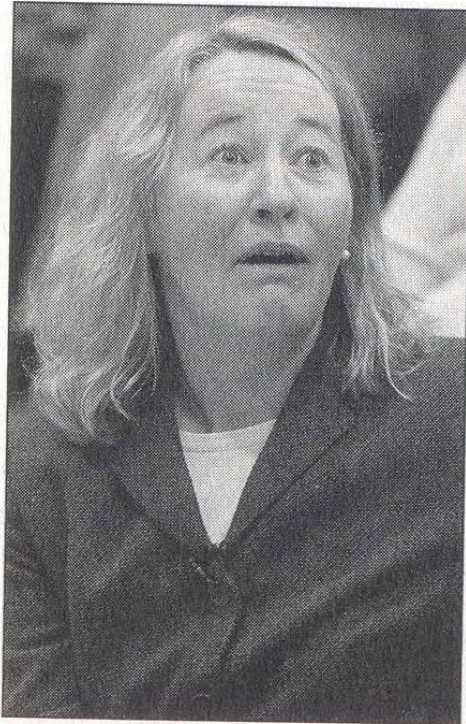


*Firefighter grieving
after hours of
attempting to save
lives*



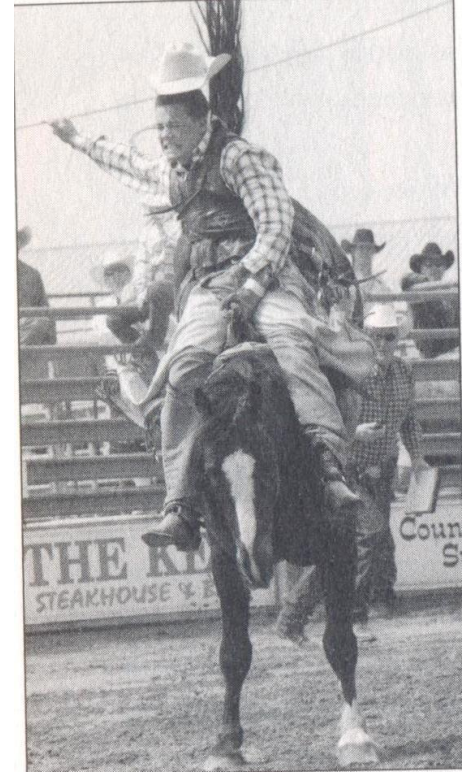
*Sadness brings
with it a depletion of
energy and
enthusiasm as well
as a slowing of the
metabolism*

SURPRISE



*An American
scientist shares the
Nobel Prize in
Medicine*

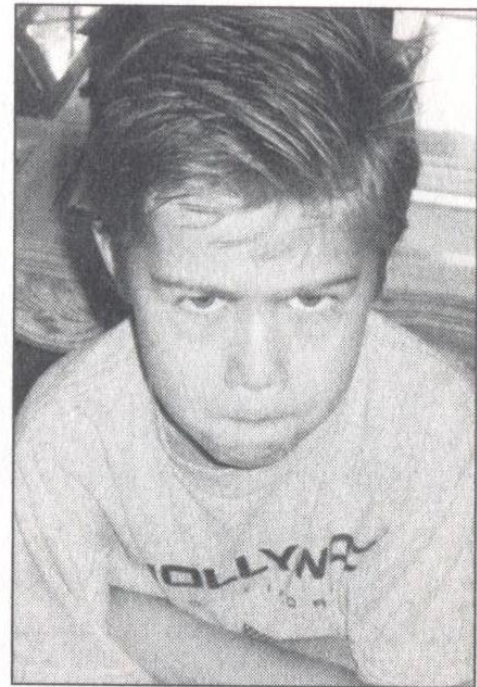
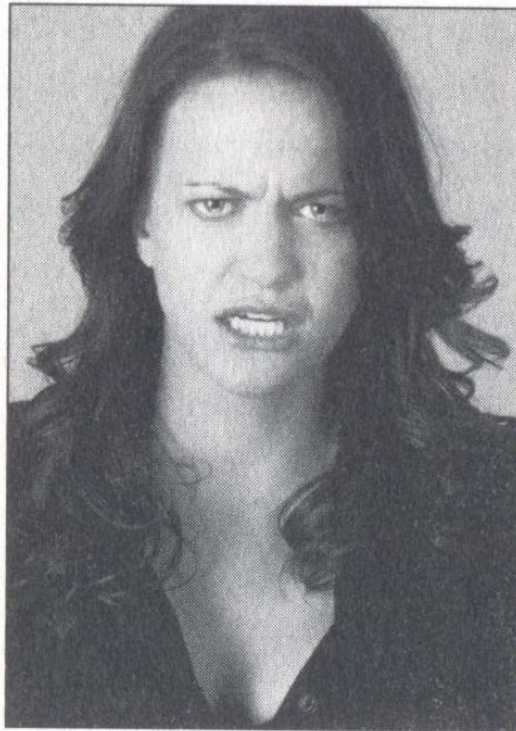
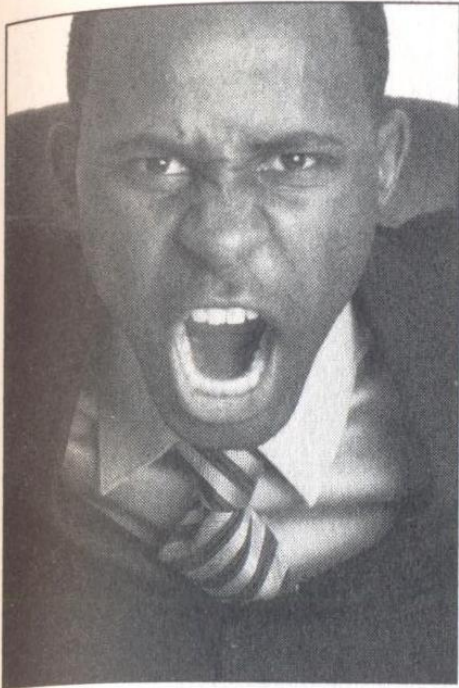
▶ FEAR



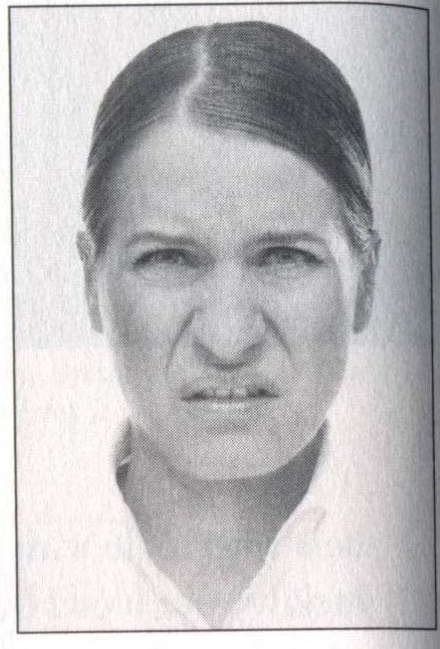
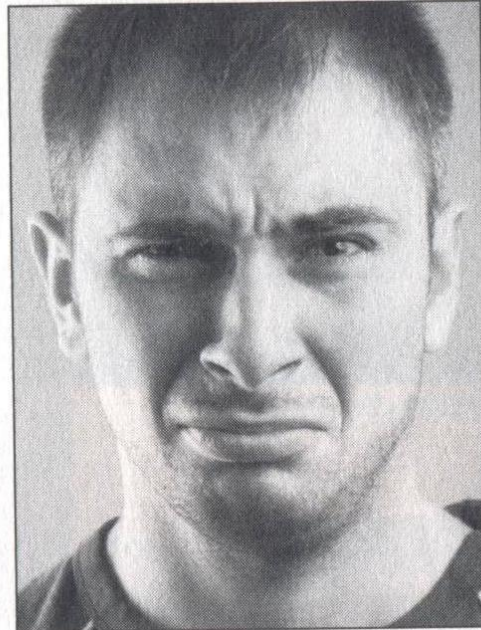
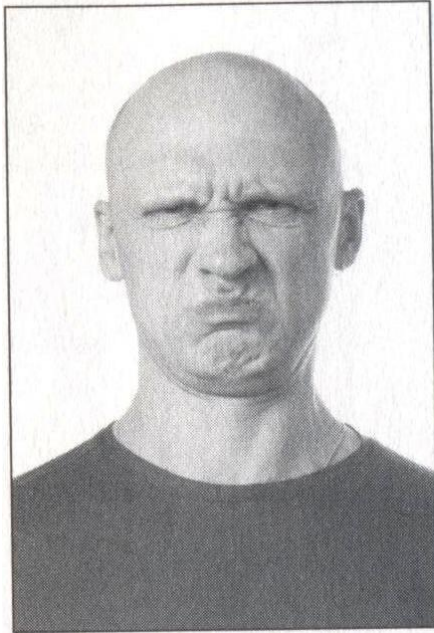
Bareback rider expresses fear

Sebastian Ryall falls down after being tripped by Cassio on February 14, 2009, in Melbourne, during the A-league Major Semifinal between Melbourne and Adelaide.

ANGER

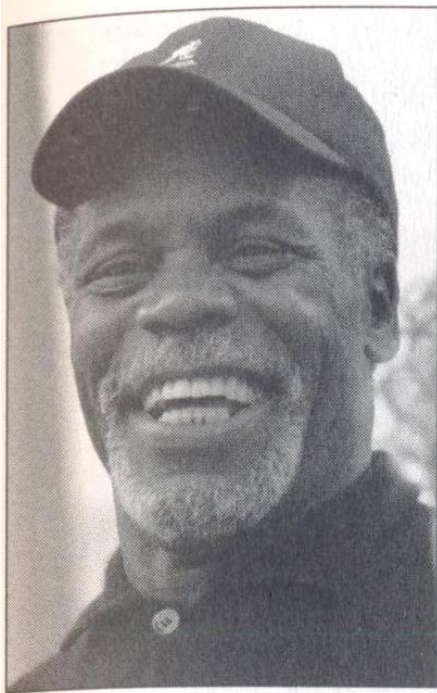


DISGUST



*Three expressions of
disgust*

HAPPINESS

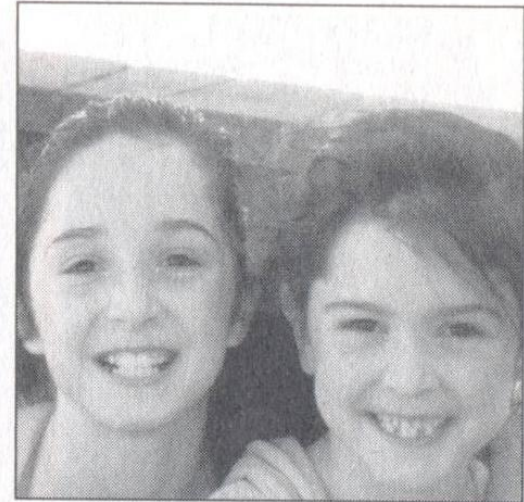


Danny Glover's turned-up line

Danny Glover's turned-up lips and crunched brows are signs of a genuine happy smile.



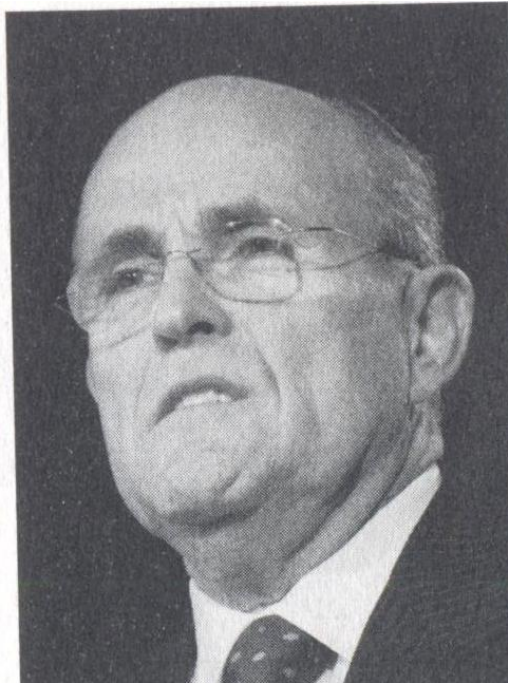
Actress Kate Beckinsale attends the red-carpet premiere of Harry potter and the Goblet of Fire on December 6,2005, in London, England



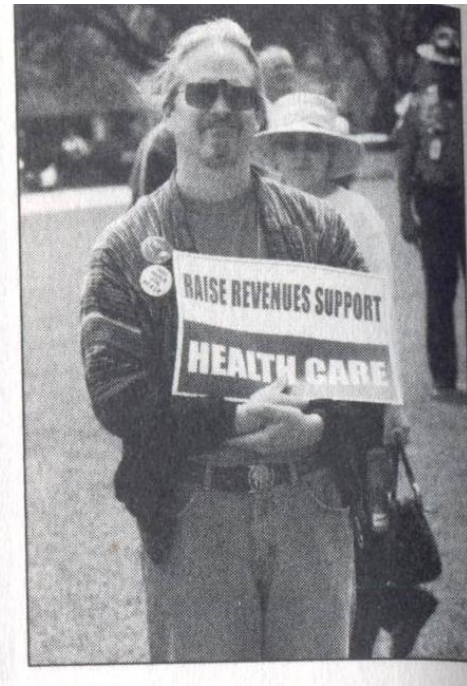
CONTEMPT



This sneering expression is a clear message that somebody feels superior.



Former New York mayor Rudy Giuliani speaking at “Washington Briefing 2007 : Values Voter Summit” on October 20, 2007, at the Hilton Hotel in downtown Washington, D.C.



Protesters rally at the State House on June 4, 2009, in Columbus, Ohio, to protest proposed state-budget changes.

What's going on in their minds?



Eye to eye contact



Direct and Powerful form of non-verbal communication



Eye to eye contact

Why important?

- Leads to more effective communication
- Conveys sincerity & confidence, increases credibility of speaker
- Shows your interest, gives a personal touch to the communication
- Builds rapport, gives feedback
- Converts 'one-way' lecture session to a 'two-way' communication

Eyebrows, forehead reveal anger



Mouth movements

Smile:

- ▶ Most positive impression in face-to-face interaction
- ▶ Sign of happiness, amusement or pleasure
- ▶ May also indicate that the person is insecure and seeking approval

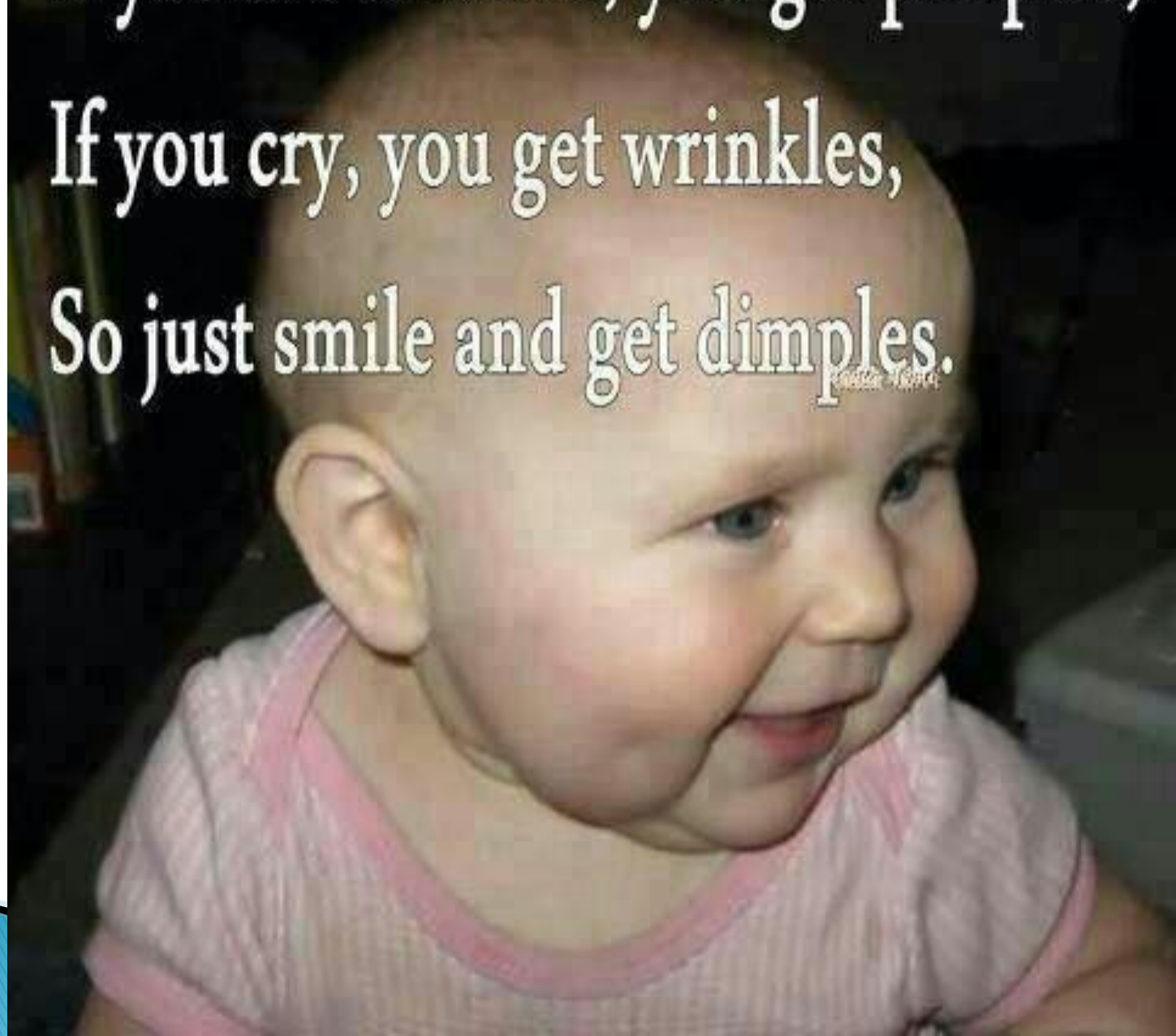
Pursing lips:

- ▶ Thinking, controlling anger

If you are stressed, you get pimples,

If you cry, you get wrinkles,

So just smile and get dimples.





BEST MSG OF LIFE

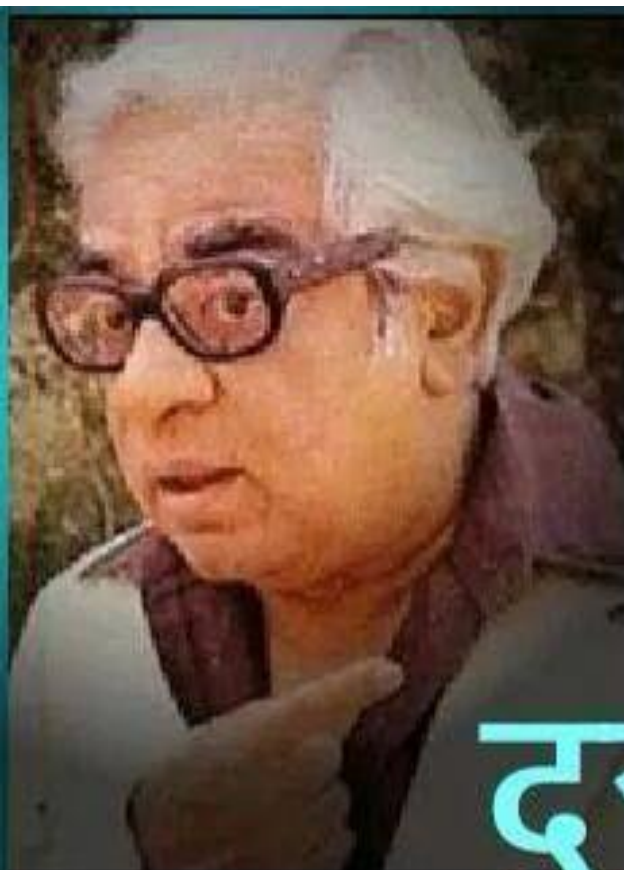
Your smile is a signature of
God on your face,

Do not allow it to be washed
away by your tears or erased
by your anger.

**Smiling is
infectious
through
Mirror neurons**



SMILING IS CONTAGIOUS



"दुस-याला
हसू नका
दुस-याला सोबत
घेऊन हसा."

www.fb.com/mhpula

3D Ultrasound show babies intra utero smile



Smiling Industry

- ▶ Babies smile 400 times per day
 - ▶ 14% people smile <10 times per day
 - ▶ Smile gives enough happiness equal to chocolates without calories
 - ▶ corticoids. Dopamines released
 - ▶ Endorphins released
 - ▶ Feeling of well being
 - ▶
- ▶ http://www.ted.com/talks/ron_gutman_the_hidden_power_of_smiling.html

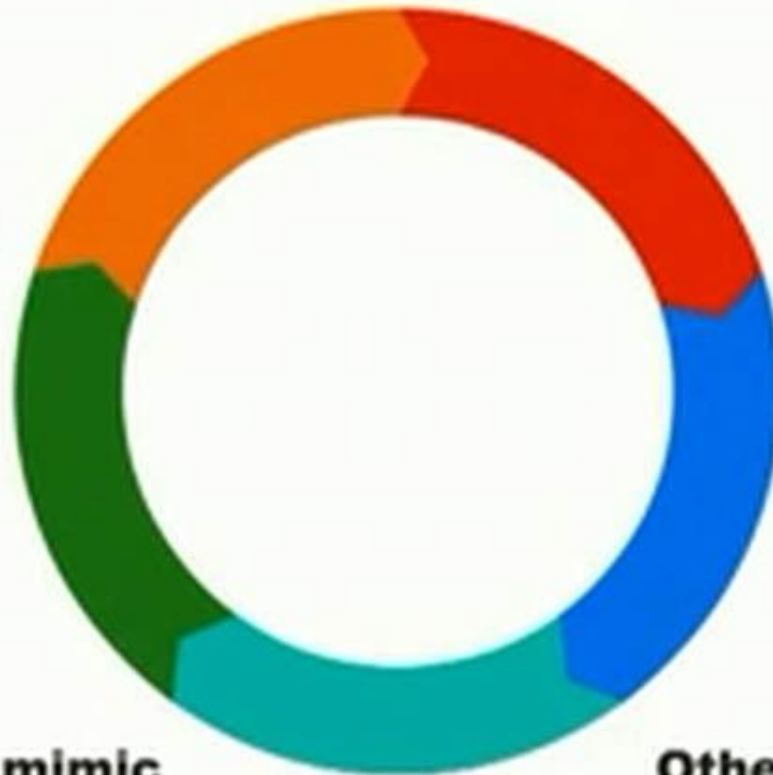
**You
smile**

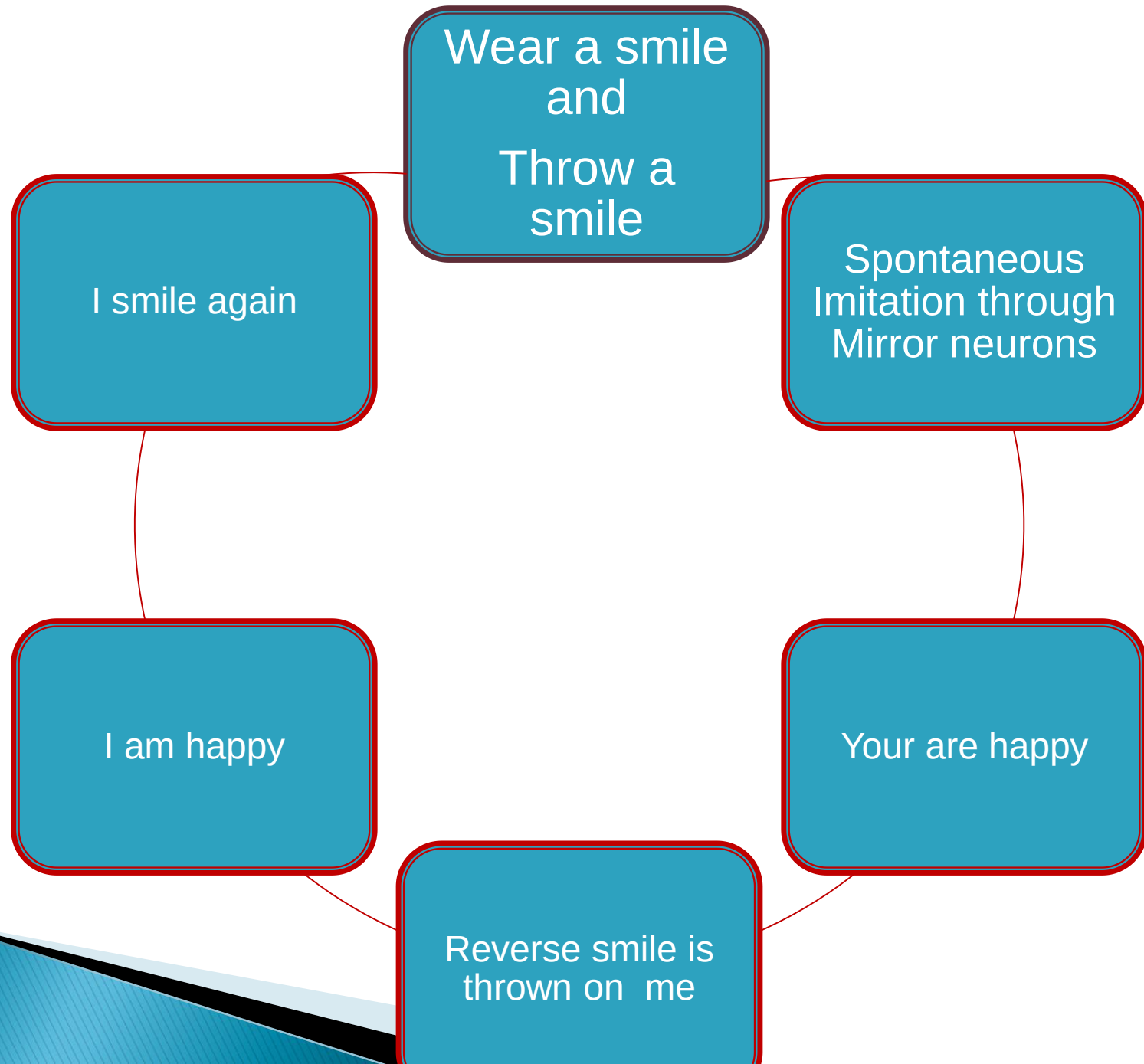
**You look and
feel good**

**Others see
you smile**

**They mimic
and smile**

**They look and
feel good**



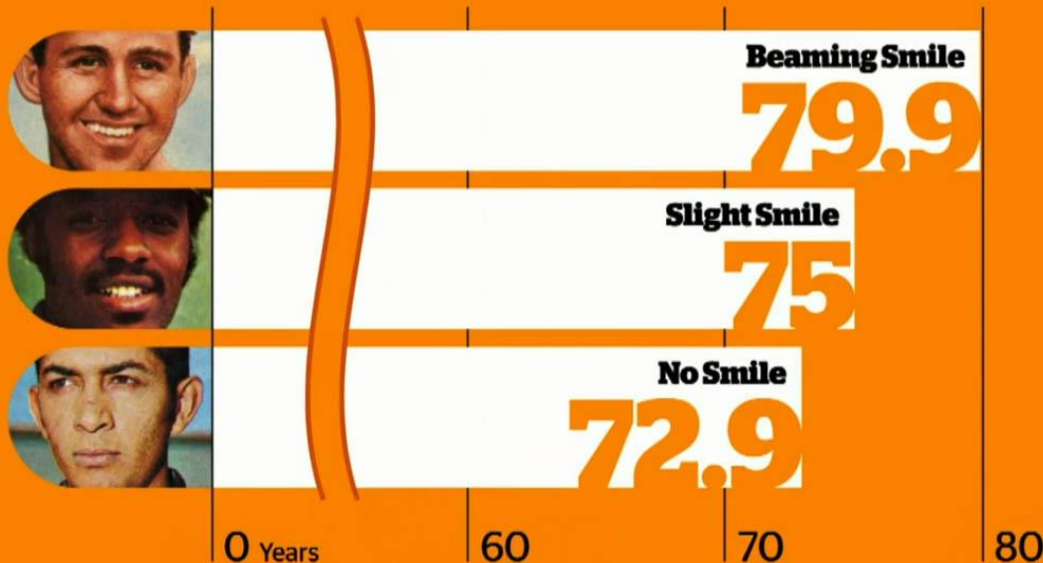


**“I will never understand all the good
that a simple smile can accomplish.”**

Mother Teresa



Smiling Predicts Longevity



keep smiling..
and one day
life will get
tired of
upsetting you

curiano.com

Smile and Silence

are two powerful tools.

Smile is the way to solve
many problems.

And Silence is the way to
avoid many problems.

वर्ल्ड का सबसे लम्बा और
प्यारा इंग्लीश वर्ड है

'S M I L E S'

क्यों की

पेहले 'S' से लेकर दूसरे 'S'
तक पहुचने मे

'MILE' लग जाता है..

So keep Smiles.



સ્મિતએ માનવીને પરમાત્માની સન્નિધિમાં નજીક લઈ જતું સ્વર્ગીય ઝરણું છે....



SMILES Are
Fat Free - Sugar Free,
Reduces Blood Pressure,
Helps Relieve Pain
& Depression.
Require No Batteries.
Absolutely Free Of Cost
So – Keep SMILING

Good Morning

There are
Hundreds of
Languages around the world,
but a Smile
speaks them all.

Good morning

A smile is
a spiritual perfume
you spray on others,
everyone near you
benefits from it

Have a
Smiling day!



Gestures

Help to Emphasize a point, hold attention, visualize better

Make the receiver more attentive

Facilitate learning

Should be: spontaneous, purposeful and spring naturally from the message



Posture

- ▶ Erect but not rigid posture:
communicates confidence of the speaker
- ▶ Leaning slightly forward:
communicates approachable /
receptive / friendly
- ▶ Signals of discomfort: rocking,
legs-swinging, tapping, gaze

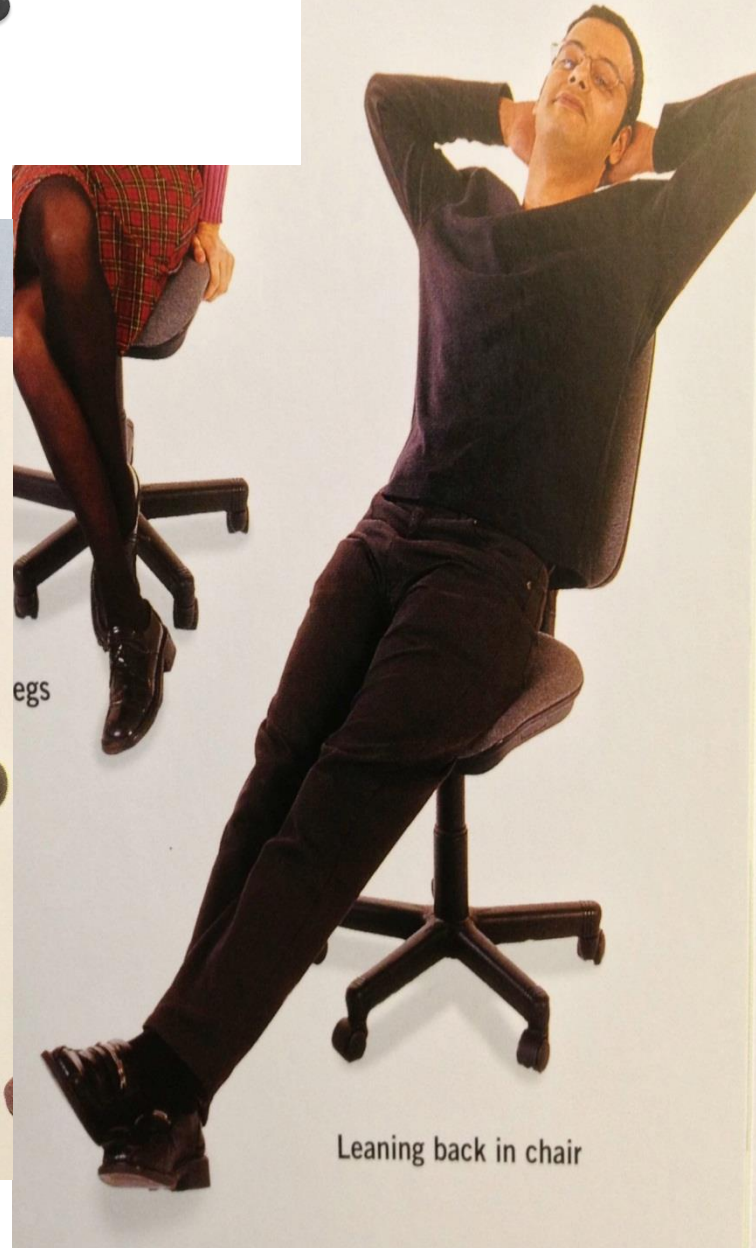


The right posture

If the posture is
right one
automatically
starts feeling
better



What do these postures suggest



CROSSED ARMS : “ *GET OUT OF MY SPACE* ”



Appearance

- ▶ To suit:
 - the occasion
 - the individual
 - the audience



Body Language

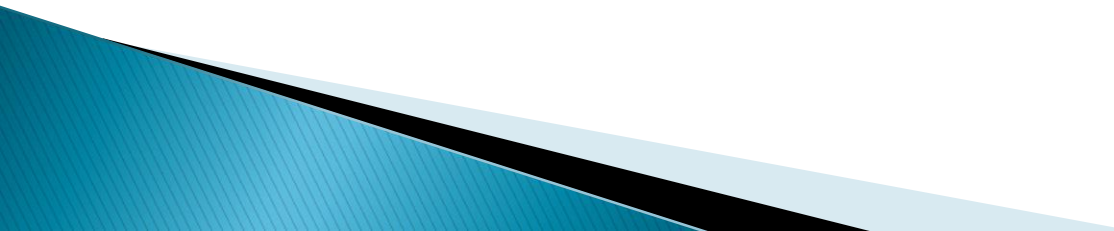
Open

- *Standing straight or leaning forward*
- *Open stance*
- *Even weight distribution*
- *Eye contact*
- *Open hands*

Closed

- *Slouching or leaning back or to side*
- *Crossed or locked arms*
- *Hip cocked*
- *No eye contact*
- *Clenched or hidden hands*

Good body language for creating good first impressions:

- Positive entrance
 - Smiling in a relaxed manner
 - Making eye contact
 - Hand gestures to support what you are saying
 - Maintaining erect posture
 - When seated, leaning forward slightly to convey attentiveness
- 

Some tips for the Presenter

- ▶ Hand on chin indicates approval
- ▶ Raised eyebrows indicate interest
- ▶ Eye contact : Paying Attention
- ▶ Body leaning forward : alertness/ readiness
- ▶ Indirect gaze: uncertainty
- ▶ Arms wrapped around body: self-comfort
- ▶ Knitted brow and closed eyes :doubt
- ▶ closed eyes / nose pinching : inner confusion
and conflict

***dSlh vkxfGd nSokph / tSxokk tSslah
ve=rkph /
gks dka tirisa Jksr;kaph / iQGk vkyha / /
1 / /***

***vrka bafnz;tkr vk?kosa / frgha Jo.kkpsa
?kj fj?kkosa /***

***ex laokn lq[k Hkksxkossa / xhrk[; gsa / /
2 / /***

Listening



.....the other side of communication

What is listening ?

- Listening is the absorption of the meanings of words and sentences by the brain. Listening leads to the understanding of facts and ideas.





Hearing Vs Listening

Hearing – Physical process,
natural, passive



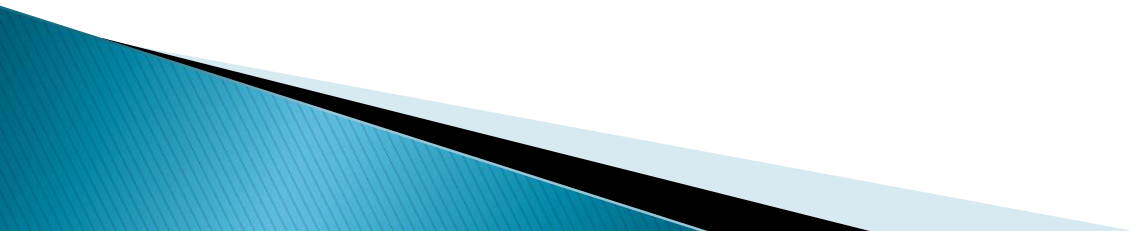
Listening – Physical as well
as mental process, active,
learned process, a skill



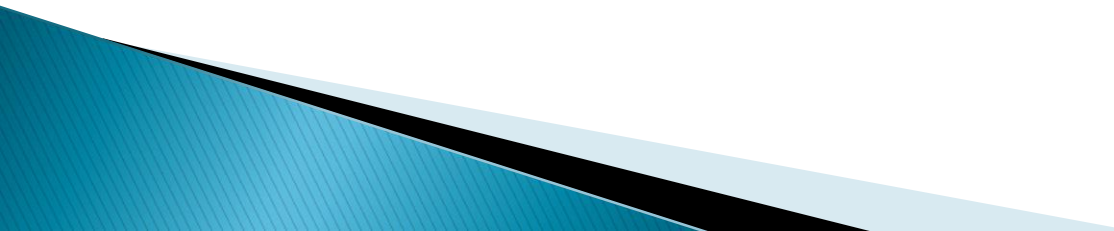
Listening is hard.
You must choose to participate in the process of listening.

Communication begins with good listening skills

Good listeners are “patient” and more “empathetic” and hence are better at solving problems



Listening

- ▶ Good listening saves time.
 - ▶ Better learning about other person.
 - ▶ Encourages others to talk.
 - ▶ Encourages others to listen to what we say.
 - ▶ Good listening is good manners!
- 

Importance of listening

“If we were supposed to talk more than listen, we would have been given two mouths and one ear.”

Mark Twain



Tips

1. Stop talking!

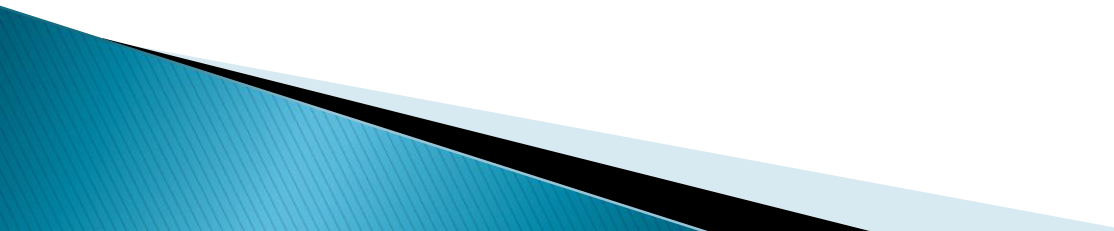
You can not listen if you are talking.

2. Put the talker at ease

Help a person feel free to talk.

3. Show that you want to listen.

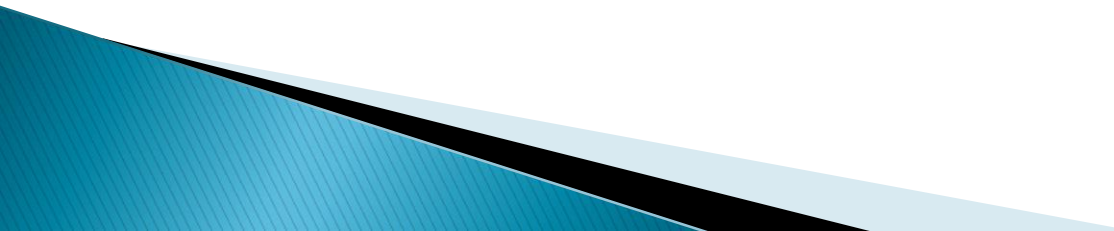
Listen to understand than to oppose.



Listening Skills

1. Sit up.
2. Look interested.
3. Lean forward.
4. Listen.
5. Act interested.
6. Nod your head to show that you are tuned in.
7. Track the speaker with your eyes.

How to improve listening and facilitation skills?

- ✓ *Be attentive when listening*
 - ✓ Ensure that your facial expressions reflect your interest
 - ✓ Do not interrupt
 - ✓ Encourage
 - ✓ Summarize and restate
- 

PARAPHRASING

*Restating what
another has
said in your
own words*

SUMMARIZING

*Pulling together
the main points
of a speaker*

QUESTIONING

*Challenging
participants to
tackle & solve
problems*

Non verbal techniques

Nod Your Head

***Repeat the last
word or two of the
prior speaker***

***Maintain eye
contact***

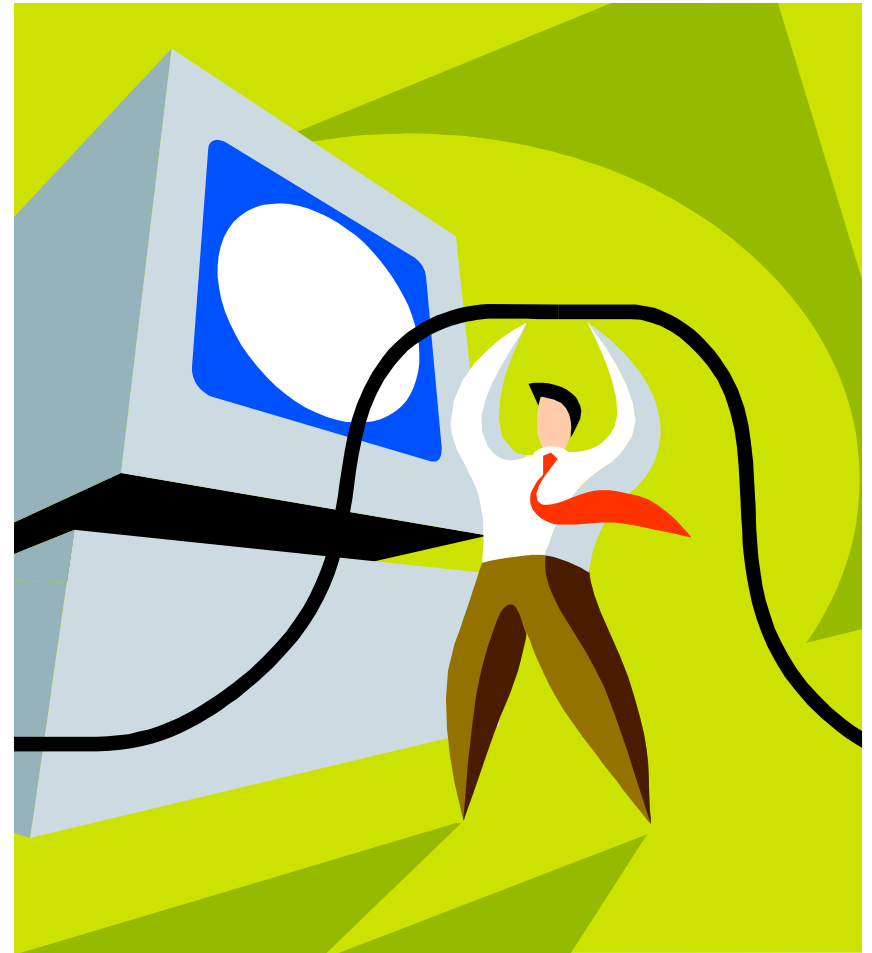
***Keep an open
body position***

***Make encouraging
statements***

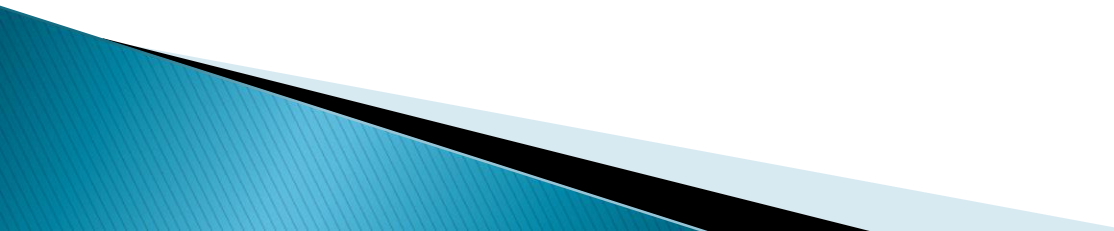
***Repeat a sentence
or part of it***

Moral

Communication is
not **what you say**
but what the
other person
understands.



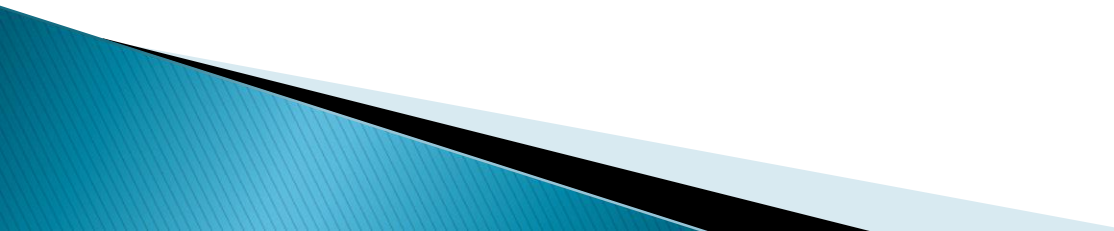
Are there problems ?

- ▶ Half the patients 'claimed' that half of their problems were not elicited.
 - ▶ In 50% of visits, doctors and patients did not agree on main problem.
 - ▶ Doctors interrupted patient too soon before they disclosed significant concerns.
 - ▶ Doctors assumed that first complaint is the chief complaint.
- 

Patient compliance

- ▶ Non compliance reported to be as high as 50% even in developed countries.
- ▶ Enormous waste of time, efforts, money and medicines, repeat visits.
(Almost USD 100 billion plus in USA).

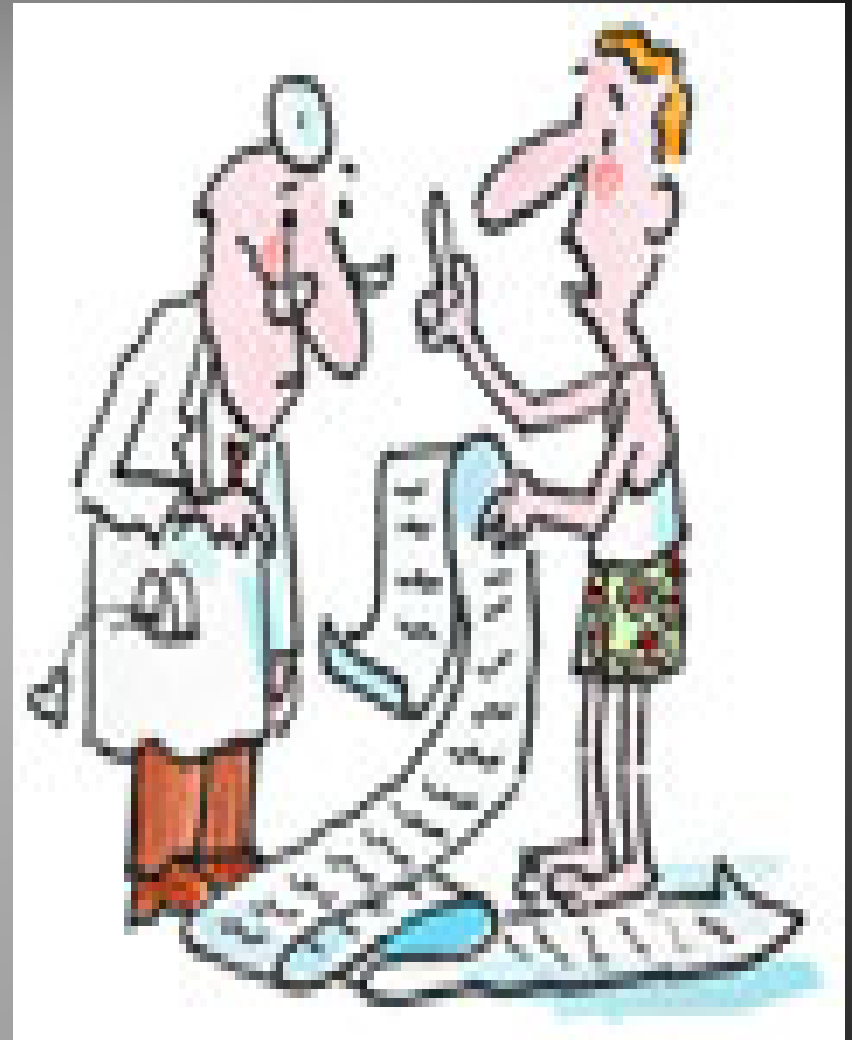
Patient satisfaction

- ▶ Patient centeredness improves patient satisfaction.
 - ▶ Non-verbal communication is positively related to patient satisfaction.
 - ▶ Patient satisfaction is directly related to the amount of information that the patient **perceives** he has been given.
- 

Health Professional – Patient Communication

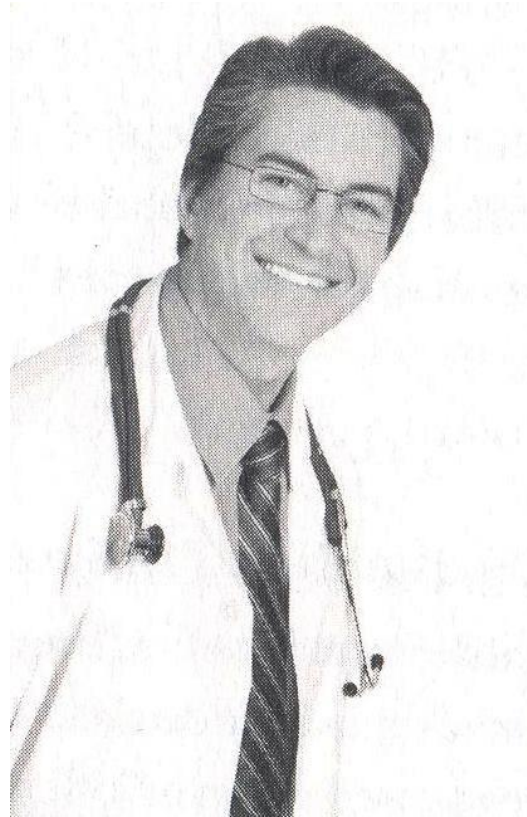


**Effective communication is central in Clinical
function**



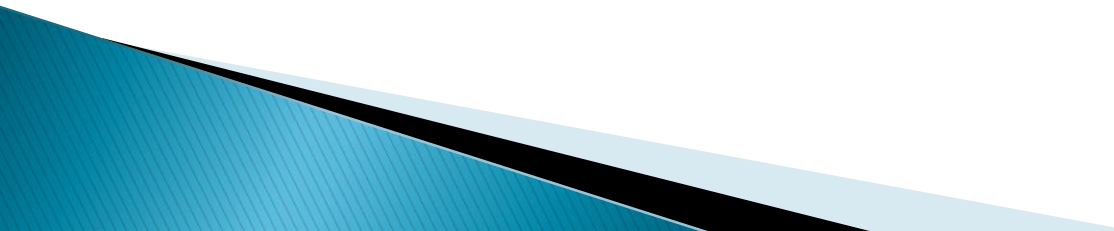
Empathy takes a front seat.

BUILDING CREDIBILITY : BECAUSE I SAID SO



A doctor's white jacket increases the degree of credibility and trust.

Patients expect doctors to –

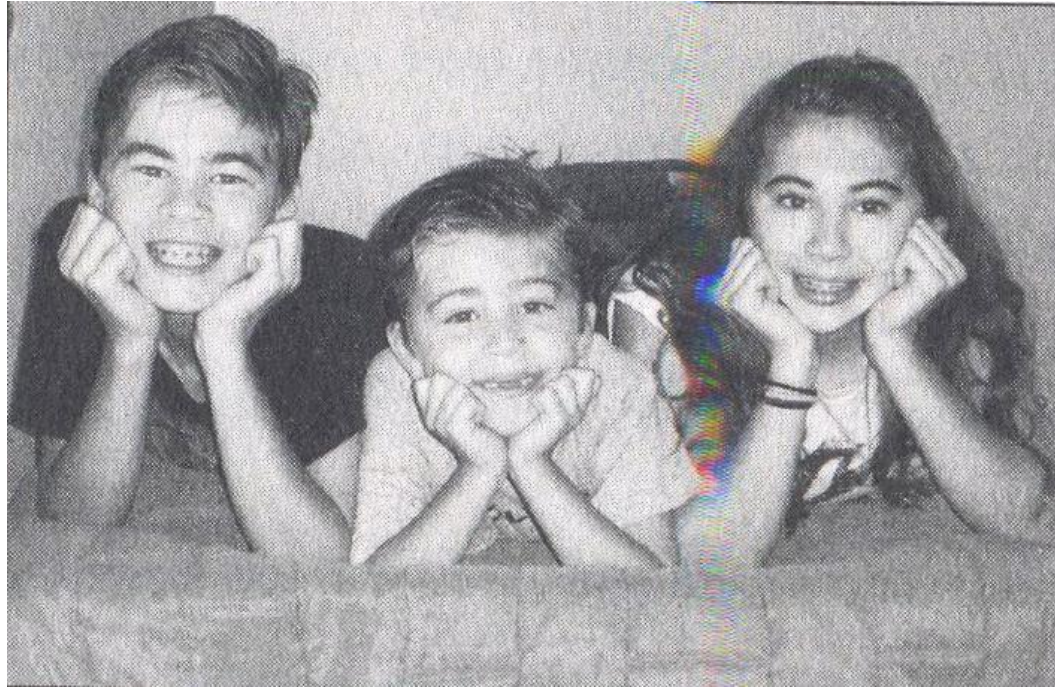
- ✓ Listen to everything I have to say about my problem
 - ✓ Clearly explain what problem is
 - ✓ Clearly explain what should be done
 - ✓ Find out how serious problem is
- 

They will prefer a doctor who-

**maintains eye contact,
smiles,
appears relaxed &
confident**



MIRROR, MIRROR



Family members mirroring each other.

MIRRORING IN FIVE STEPS

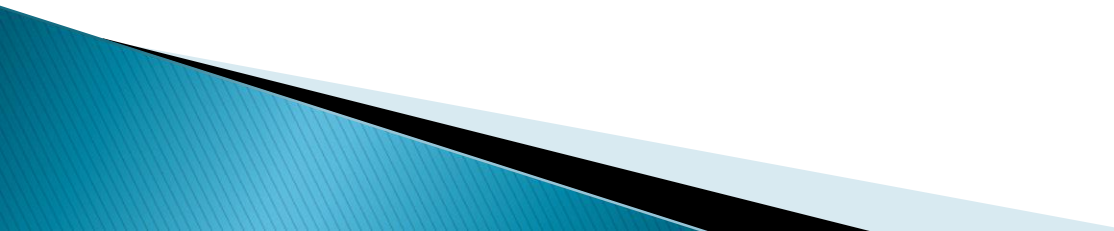
Step 1 : Body Movements

Step 2 : Facial Expressions

Step 3 : Breathing

Step 4 : Voice

Step 5 : Blinking

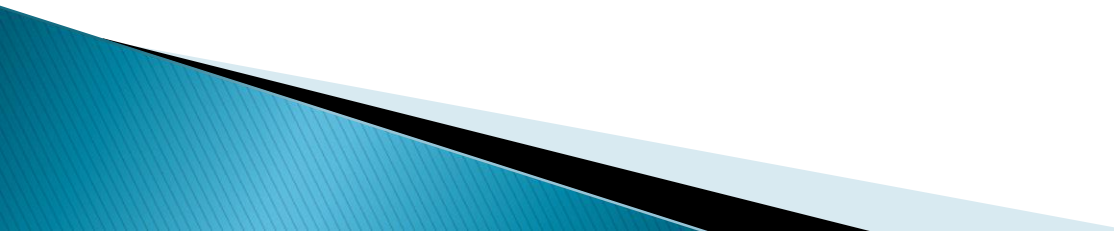


Benefits of Effective Communication

Patient

- *Greater symptom resolution*
- *Lower referral rates*
- *Improved functional status*
- *Enhanced health outcomes*

Physician

- *Increased satisfaction*
 - *Efficacy*
 - *Reduced malpractice claims*
- 

Effective communication

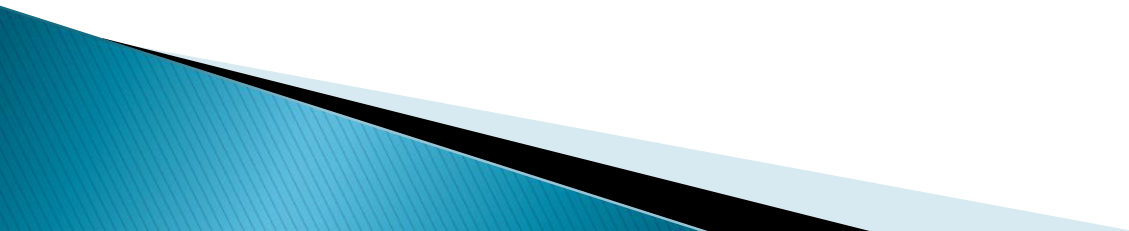
A process that improves-

- ▶ Accuracy, efficiency and supportiveness
- ▶ Physician or patient satisfaction
- ▶ Physiological or psychological outcomes of cure.

Components

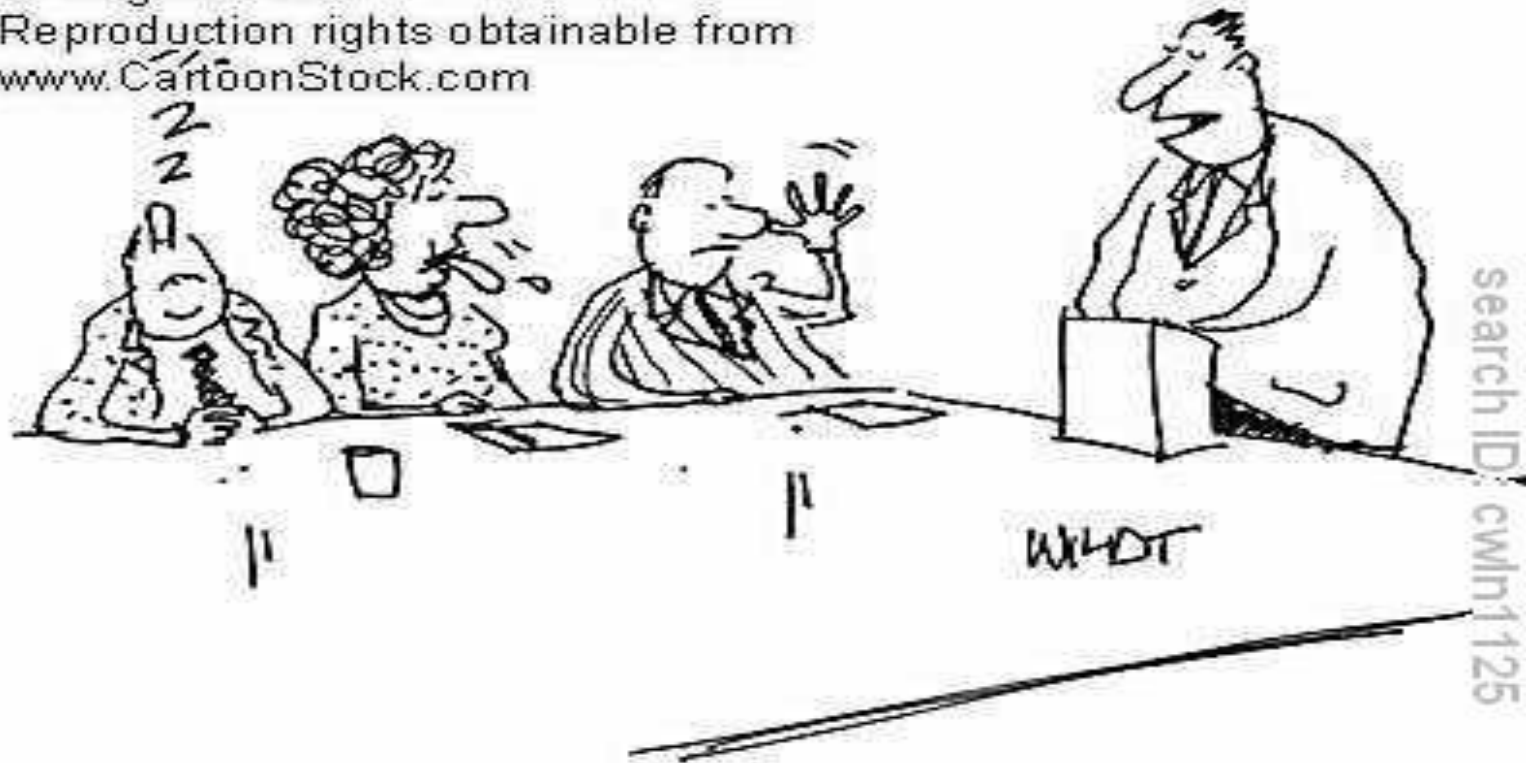
- ▶ Content : What you say
- ▶ Process : How you say
- ▶ Perceptual : What you think
and feel

“Good communication is a basic component of good care, without which even the technical aspects of medicine cannot be effectively delivered”



What questions you have ?

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"This concludes my lecture on non-verbal communication. Any comments or questions?"

Thank you!

