

## Objectives:

- Definition
  - Effective communication with patients
  - Effective communication with colleagues
- Effective listening, language, and non-verbal skills to be used

Done by : Abdulaziz Alghanaym

Revised by: Abdullah Alghizzi & Khaled Al Jedia

[ Color index : [Important](#) | [Notes](#) | [Extra](#) ]

**This lecture more about skill learning rather than theoretical lecture. They usually make some marks in OSCE about communication skill.**

References : Slides , doctor's notes



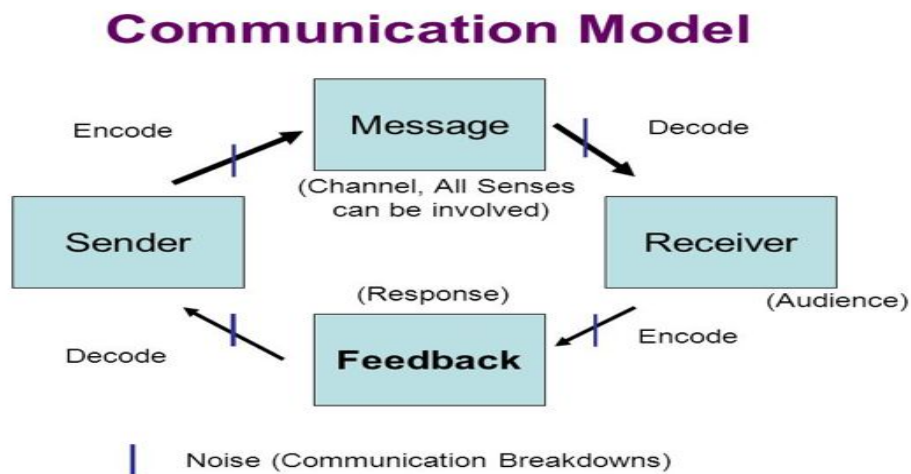
# Communication

## ❖ What is communication?

Communication is a **process** that involves the transmission of meaningful information from one party to another through the use of shared symbols.

Another definition: Communication is the process of sending and receiving information among people.

- Communication is considered **successful** when meaning is understood.



## Ways of Communication:

1. Face-to-Face Communication (Spoken Word).
2. Electronic Communication (Visual Images).
3. Written Communication (Written Word).
4. Informal Communication (Body Language).



## Distortions:

All messages that do not reach the receiver are due to **distortion**.

The distortion could be external or internal:



## Assertive Communication Skills

### ❖ Skills for Managing Communication:



## Types of communication:

### Verbal communication:

Components of verbal communication are more important in non-face to face communication.

**SHARE** your ideas – a model

- **S**tate the main point of your message.
- **H**ighlight other important points .
- **A**ssure the receiver's understanding.
- **R**eact to how the receiver responds .
- **E**mphasize/summarize your main ideas.



All communication methods are important, but our emphasis will be upon the spoken words since **70 %** of our communication efforts are: **misunderstood, misinterpreted, rejected, disliked, distorted, or not heard** (in the same language & same culture)!

## Non-verbal communication:

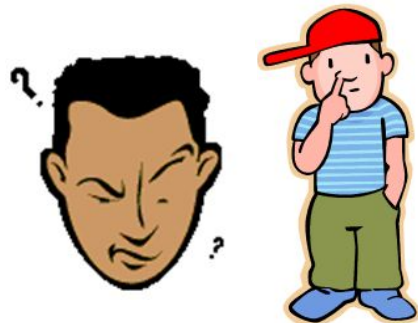
- **60%** of all Communication is non-verbal.
- Nonverbal communication is sending and decoding messages with emotional content.
- **More important with language barrier and communication with deaf people.**
- The whole of the body is used in non-verbal communication. The most expressive part of the body is the **face**, which can convey any different emotions and feelings.
- non-verbal symbols are **four times more effective** than verbal ones.

## Body language:

- body language is **the language transmitted by gestures and postures**.
- All individuals have some knowledge of the vocabulary of body symbols.
- Only those persons who live in awareness of their body will be able to maintain sensitive contact with their surroundings.
- Gestures are the direct and unrepeatable expression of the personality.

## Some examples for gestures:

- Doubt: we raise an eyebrow.
- Scratching one's nose: puzzled.





## Posture:

- is not only a way of punctuating a conversation, but it is also the way individuals relate with each other when they are in a group.
- Lower part of the body reflects on others while upper part reflects on a person himself.

- **Three senses are used to interpret the outside world:** (Each person has a predominant sense)

1. **Sight** (visual person, 55% of people)
2. **Hearing** (auditory person, 15% of people)
3. **Touch** (kinetic person, 30% of people)

## Dimensions of nonverbal communication:

- Body movements and gestures.
- Eye contact.
- Facial expressions.
- Tone of voice.
- Appearance.
- Touch.
- Hand movements.

Body gesture	meaning
Holding eye contact	Interest/curiosity
Showing the palms of one's hands	Inviting trust
Covering one's mouth when talking	Insecurity
Avoiding eye-contact when talking	Not wanting to show feelings; or lying



## Body language

### 1. **Face** includes:

- Your expressions.
- Your smile or lack thereof.
- Tilt of the head; e.g., if your head is tilted to one side, it usually indicates you are interested in what someone is saying.

### 2. **Figure** includes:

- Your posture.
- Your demeanor and gestures.
- Your clothes and accessories (such as jewelry).

### 3. **Focus:**

- Focus is your eye contact with others.
- The perception of eye contact differs by culture. E.g. For most Americans:
  - Staring makes other people uncomfortable.
  - Lack of eye contact can make you appear weak or not trustworthy.
  - Glasses may interfere or enhance eye contact.

### 4. **Territory:**

- focuses on how you use space (It is also called proxemics).
- The perception of territory differs by culture. Most Americans are comfortable with an individual space that is about an arm's length in diameter.

*It can be divided to:*

- **Intimate:** → Touching
- **Personal:**
  - Close - 1½ to 2½ feet
  - Far - 2½ to 4 ½ feet
- **Social:**
  - Close 4-7 feet
  - Far - 7-12 feet
- **Public :**
  - Close - 12-25 feet
  - Far - 25 feet or greater



## 5. Tone

- It's a factor of your voice.
- Pitch is the highness or lowness of voice.
- Volume is how loud your voice is.
- Emphasis is your inflection.

## 6. Time

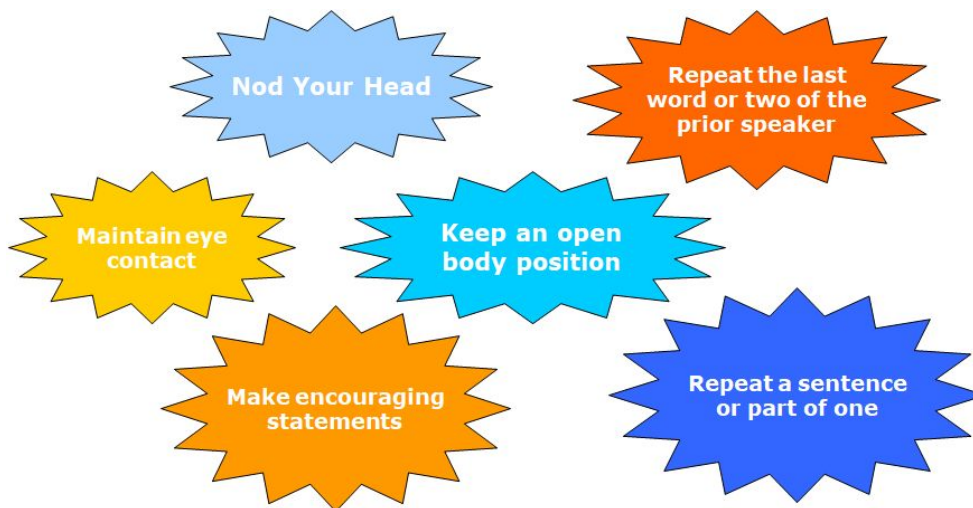
- focuses on how you use time (it is also called **chronemics**).
- Pace is how quickly you speak.
- Response is how quickly you move.
- Punctuality is your timeliness.

masking

### ❖ What is masking?

It's a method by which we control our body so that it will not send out messages that our mind wants to hide.

### ❖ Other helpful techniques to foster communication (both verbal and non-verbal):





## ❖ Recommendations:

- The greeting: a good starting point (show openness).
- Don't blink constantly.
- Try to keep a direct look and establish eye contact with the people you are talking to.
- Don't bite your lips or moisten them with your tongue.
- Always keep your mouth shut while you are listening.
- Maintain an appropriate position and avoid constant abrupt movements.
- Control the movements of your hands and keep them visible.
- Do not allow any object to come between you and your audience.
- Try to integrate with your audience and adapt your clothing to their social, economic, and other characteristics.
- Do not cross your arms over your chest.
- Do not cover your mouth with your hand while you are speaking.
- Maintain a relaxed posture.