

**Final 1**

# psychology sheet

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# Communication Skills

**Communication** in mental health is an essential component of all therapeutic interventions. The knowledge and interpersonal skills that a doctor uses to communicate are essential aspects of helping the person who is experiencing mental health problems or distress. As well as facilitating the development of a positive doctor-client relationship.

# **Communication** is an essential building block in dealing with patients.  
( in relationship between patient and doctor).

**Interaction , ideas , feelings , cultures** ( أي اشي بالدنيا مرتبط بالتواصل مش شرط  
أحكي معك او تحكي معي )

## Definition of Communication

- The act of transmitting information communicated, a verbal , nonverbal or written message.
- A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.

## A system for communicating by using.

- a) Technology of the **transmission** of information
- b) Technique for **expressing** ideas effectively

# لا نستطيع العيش أبدًا دون تواصل...

( ولا حتى أسبوع , لأنه مفهوم التواصل مش إنه حكي فقط )

مثلاً :

- 1- لا نستطيع الأكل دون تواصل , هسا لما نروح ع الثلاجة عرفنا عن طريق التواصل بيني و بين يلي  
صنع الثلاجة انه الأكل بالثلاجة
- 2- لما نيجي ع الكلية يكون فيه تواصل بيني وبين الباص أو بيني وبين الشارع و هكذا..
- 3- لا نستطيع إعطاء دواء لمريض دون ال **Communication** و التعليمات

# و يوجد قاعدة من قواعد علم النفس تقول بأنه لو كان هنالك شيء أهم من التنفس لكانت

ال **communication** .

# the most important field in which communication must be in is the mental health field .

**Verbal**

vs.

**Nonverbal**



• أقل استخدامًا

- **More controllable**
- **Give literal content**  
فيه مجاملة
- **Ex :**
  - Use of words to share information .
- **The use of language .**

• أكثر اشي نستخدمه في حياتنا اليومية  
بنسبة (70-85)%

- **Less controllable**
- **Give emotional content ,**  
what you say is how you say it .  
ما فيه مجاملة (أدق و أصدق)
- **Ex :**
  - حركاتنا, قعدتنا, لبسنا, نمشي ع الطريق,  
نفتح الثلاجة  
( لأنها جمادات صعب التحكم بها )
  - **Eye contact & facial expression**
  - **Body movement & body language .**
- **How we say the language and how we appear .**

# تعتمد ال **communication** على عاملين :

### a) **Technology of the transmission of information**

المقصود فيها هون إنه طبيعة المعلومة هي يلي بتحدد الي الطريقة اللي أستخدمها عشان أوصل المعلومة ال **channels** - فيه شغلات تحتاج بوستر أو مجسم و فيه شغلات لازم أسمعها أو أشوفها وبالتالي بحقق أعلى **effective**

### b) **Technique for expressing ideas effectively**

يعني طريقة توصيله للمعلومة ( يعني مثلا فيه كثير ناس شاطرين بمجال معين لكن ما عندهم طريقة لإيصال الشرح و المعلومة )

## **Communication Process**

- A two way process involving the **sending** and **receiving** of message
- The exchange of ideas or thoughts
- Transmission of feelings, personal and social interaction between people
- It is **basic components of human relationship**
- Exchanging information's or feelings between two or more people

## **Purpose of Communication Process**

( في عندي مجموعة elements و ماشيين ) Cycle

- To establish and maintain relationships.
- To help in problem solving, communication is an important aspect of diagnosing and treating clients.
- To persuade and change attitudes or behaviors.
- Develop an understanding of other people
- To initiate change that promotes health.
- Prevent legal problems associated with psychiatry practice.
- Effective communication is essential for the establishment of a doctor - client relationship.

## Elements of the Communication Process

- **The sender:** creator of message
- **Message:** verbal or nonverbal message.
- **Channel:** route by which messages flow between sender and receiver
- **Receiver:** individual who analyzes and interprets the message
- **Feedback:** verbal or nonverbal response the receiver sends to the sender

# خطوات حل أي مشكلة : مثال : طفى اللاب توب ... ايش بعمل ؟

<b>Assessment</b>	1	-----	بتأكد من الأسلاك اذا كل اشى بمكانه
<b>Diagnosis</b>	2	-----	اذا لقيت سلك طالع مثلا من مكانه
<b>Planning (goal)</b>	3	-----	الهدف تايعى انه بدي أرجعه
<b>Interventions</b>	4	-----	انه رجعتة
<b>Evaluation</b>	5	-----	أرجع أشغل اللابتوب اشوف إذا رجع اشتغل أو لا
<b>Yes or No</b>			

و بالتالي دون ال **communication** ما رح أقدر أحل أي مشكلة

# لازم أنا كطبيب أوثق أي اشى بعطيه أو بعمله للمريض عشان ما يصير خرابطة بال **doses** بيني و بين طبيب آخر و لأنه قضائياً اعتبر كأني ما عملت اشى .

### Sender (source)

creator = initiator = source

هو المسؤول عن عملية ال **Encoding** (بعمل ال Message)

A person or group who **wishes to convey a message to another** (Source - encoder), this mean that the person or group sending the message must have an idea or feeling into a form that can be transmitted.

## Encoding

Selection of specific signs or symbols (codes) to transmit the message, such as:

- Language and words to use
- How to arrange the words
- What tone of voice and gesture to use.

## Message

هي أصلا الإشي المحوري القاعدين عليه و ممكن يكون حركة او حكي **it is the body of content**

- What is **actually said or written**
- The body language that accompanies the words , and how the message transmitted
- Talking **face to face** with a person may be **more effective** than telephoning or writing a message
- **Written** communication is often appropriate for longer explanations or for communication that needs to be preserved
- **Recording** a message on a tape or communicating by radio or television may be more appropriate for larger audience.

**Channel** : ( **means or medium** ) الطريقة يلي أنا بنقل فيها

- It is the **medium** used to convey the message and it target any of the receiver's sense.
- Channel should be **appropriate** for the message and it should help make the message **more clear**.

## Receiver

المسؤول عن ال **decoding** , هو يلي بحلل الشئ

ممكن يكون **Listener or interpreter** لأنه بسمع و بحلل

- **The listener who must listen**, observe, and attend (Decoder), who must perceive what the sender intended (Interpretation).
- Perception uses all the senses to receive verbal and nonverbal message.
- If the meaning of the decoding message matches the intent of the sender, then the communication has been **effective**
- **Ineffective communication** occurs when the message sent is misinterpreted by the receiver.
- According to the sender intent, depends largely on their similarities in knowledge and experience and sociocultural background
- **Decode means**: to relate the message perceived to receiver, storehouse of knowledge and experience and to sort out the meaning of the message

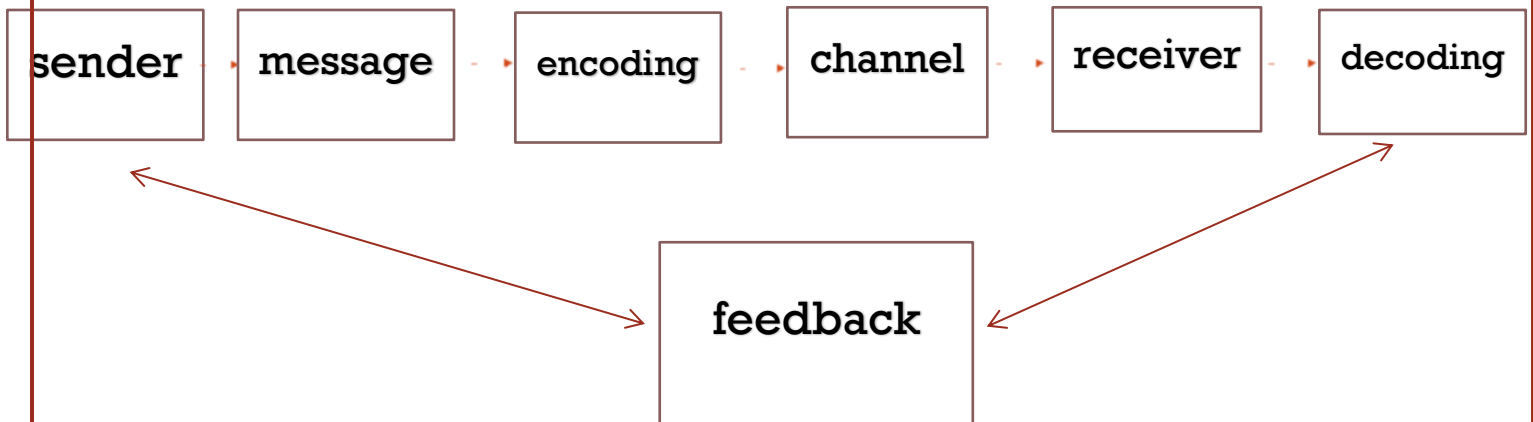
## Feedback

from receiver to sender

اللي كان مستقبل بصير مرسل واللي كان مرسل بصير مستقبل

The information or the reaction given by the receptor.

# يكون ال code . effective , إذا كانوا ال sender & receiver متفقين عليه



## ## مثال : (الامتحان)

**Sender :** الدكتور

**Message :** الأسئلة

**Channel :** عن طريق الحاسوب أو الورق إذا كان ورقي

**Receiver :** الطالب

**Feedback :** ( effective) العلامات مثلا إذا كانوا فوق العشرين من اربعين

### Levels of communication

#### ▪ **Intrapersonal level :**

Is the communication that you have with yourself ( **Self - talk** ).

#### • level in communication أقل

\_\_ occurs within the mind انت بتحكي مع حالك

#### ▪ **Interpersonal level:**

All the verbal and nonverbal activities **people** use when communicating **with each other**.

among tow or more people

#### ▪ **Public communication:**

Is the communication that **you have with public** require **greater degree of formality**

= formal communication

### Communications Barriers (obstacles)

At the sender level: it leads to ineffective communication

- Does not know the subject.
- Cannot communicate the message.



- Does not formulate clearly the objectives.
- Does not formulate well the message.
- Does not choose the language of the receptor.
- Does not adapt the tone

**At the message level:** ineffective إذا كانت المسج مش واضحة رح يكون

- Difficult words.
- Is not of interest to the receiver.
- Is not related to the stated objectives.
- Unclear, confusing.
- At the channel level:
- Noise
- Not adapted to the message transmission.
- Not accessible to the receptor.

**At the channel level:** المقصود ب noise أي problem بتأثر عليه

- Noise
- Not adapted to the message transmission.
- Not accessible to the receptor.

**At the receptor level:** يعني مثلاً إذا كان أطرش رح يآثر على طريقة وصول المعلومة إله

- Indifferent (does not care) to the message.
- Could not decode the message.
- Cannot receive the message.
- Poor listening conditions.

**At the feedback level:**

- Feedback not well prepared.
- Limited time.
- Selection of those who respond.
- Questions poorly formulated.

## Active listening and non-verbal communication

- **Listening** is the most important skill and often the most challenging.
- One of the common mistakes made by novice psychiatrist as well as experienced psychiatrist is **to talk too much** (When we are talking, we are not listening!)
- The best and the most therapeutic thing to do are to:  
**say less and listen more .**
- Listening to a client does not mean that you are doing nothing ; instead , you are allowing a space for the person to talk
- **# active listener : listen more & seeing less**
- يعني الطبيب أثناء وجوده مع المريض لازم ما يضحك عليه أو يبين إله إنه حالته غريبة و ما إلى ذلك...
- **# trust relationship :** يعني الدكتور لما يبني ثقة بينه و بين المريض ف الدكتور unconscious الان بقدر يطلع الشغلات اللاإرادية يلي مخبيهم المريض و لا يستطيع الإفصاح عنهن لأي شخص لذلك يكون شغال ع ال

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- **Non-verbal behaviors include:**

- **Facial expression:**

Showing it in your face, for example facial expression, looking interested and concerned; maintaining good eye contact

- **Body movements:**

Showing it in your body movements, for example nodding of head, leaning forward

- Much of the communication that takes place between people is **non-verbal**. Our faces and bodies are extremely communicative. Being able to read nonverbal messages or body language is an important factor in establishing and maintaining relationships.

## The SOLER position

Egan (2010) identifies certain non-verbal skills summarized in the acronym (abbreviation) SOLER that can help the psychiatrist to create the therapeutic space and tune in to what the client is saying. These are:

**S**: sitting facing the client squarely (directly), at an angle

**O**: adopting an open posture, arms and legs uncrossed

**L**: leaning (at times) towards the person

**E**: maintaining good eye contact, without staring

**R**: relaxed posture

# أثناء مقابلي للمريض كطبيب كيف لازم تكون الوضعية اللي لازم أكون فيها :

**S**: sitting face to face in the same level المريض مع \_\_ لازم أكون مع  
بنفس المستوى وجها لوجه و إذا كنت أعلى منه أنزل من حالي بحيث أكون على سواه

**O**: adopting an open posture.



بحسسه انه انا قريب منه و مهتم فيه يعني مثلاً بحكيه أغلبك تعيد إيش حكيت و :L  
هكذا..

E: أطلع عليه و إنه أنا بسمعه مشان يحكي ايش عنده

R: أكون بكامل أريحية يعني مثلاً ما أطلع ع الساعة كل شوي و ما ألعب بالتلفون و ما  
أتوتر ...

# الطبّ الجراحة لجنة

عليك كلّ اعتمادي أيّها الصمّدُ

قد فازَ عبدٌ على مَولاهُ يَعمدُ

أنتَ اللطيفُ الخبيرُ المُستغاثُ بهِ

عندَ الخطوبِ ومنك العونُ والمددُ