

Doctors 2021 - رّوح - Medicine - Mu

PSYCHOLOGY SHEET

Communication Skills

Dr. Faris Alsaraireh



Done by :

Hamzeh Al-tamimi

Emran Younis

Khaled Emad

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

a) Communication is not just about obtaining information; it involves the exchange of ideas, beliefs, behaviors, culture, and ethics.

b) communication is an **لا غنى عنه indispensable aspect of human life.**

**c) In psychology, just respiration is more important than communication
No one can live without communication**

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:**

(Factors that make communication more effective and enhance its aesthetics are):

- **a) Technology of the transmission of information (Method or channel used to deliver message)**
 - **Such as **employing models and laboratory sessions** during anatomy lectures, or using data projectors (**data shows**) for presentations.**
 - **Communication will occur any way, but the question is whether it will be effective or not.**
- **b) Technique for expressing ideas effectively**
 - **Some lecturers have knowledge and expertise but lack the high skill and ability to effectively convey the information, while others excel at delivering the information**

Communication Process

(Process mean steps or stages and can be visualized as a cycle).

- 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

A.To establish and maintain relationships.

- 1.In psychology, effective communication is considered a fundamental cornerstone **اللبنة** in doctor-patient therapeutic relationships
- 2.Without a relationship, you cannot work effectively with the patient. Additionally, a relationship without communication with the patient will not be satisfying.

B.To help in problem solving, communication is an important aspect of diagnosing and treating clients.

- Without communication we can't solve proplem
- An example of applying communication in our life is in the problem-solving approach, which includes the following steps: 1.Assessment 2.Diagnosis 3.Planning 4.Intervention 5.Evaluation

C.To persuade and change attitudes or behaviors.

Convincing a patient to take a specific medication or engaging in health education to improve their well-being.

D.Develop an understanding of other people

To understand the patient's feelings and concerns about their condition and overall well-being, all of this requires communication.

E.To initiate change that promotes health.

- "health promotion" and "disease prevention" aim to enhance the patient's well-being and prevent specific illnesses.

F.Prevent legal problems associated with psychiatry practice.

Instances like malpractice or medication errors can occur when a patient undergoes surgical procedures without verifying their identity or medical record or without obtaining proper consent. These problems could have been avoided through effective communication.

G.Effective communication is essential for the establishment of a doctor - client relationship.

Elements of the Communication Process



- 1.The sender:** creator of message
 - 2.Message:** verbal or nonverbal message.
 - 3.Channel:** route by which messages flow between sender and receiver
 - 4.Receiver:** individual who analyzes and interprets the message
 - 5.Feedback:** verbal or nonverbal response the receiver sends to the sender
- **Communication requires the presence and interaction of all the elements mentioned, and it cannot occur without any of them.**
 - **E.g: In this communication scenario, the sender (instructor) formulates the message (exam questions) and delivers it through the chosen channel (computer-based امتحان محوسب) to the receiver (students). The students then interpret the questions and respond to them during the exam. Finally, the instructor provides feedback in the form of grades, which completes the communication cycle.**

Elements of the Communication Process

A.Sender (source)

- **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.**
 - **Another name for the sender in communication is also called the "source," "encoder," "initiator," or "creator" of the message.**

B.Encoding

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

1.Language and words to use

- Speaking in a specific language to others can be considered a code. To consider it effective communication, the sender and receiver must understand it. Ideally, the receiver should understand it in the way the sender intended. والافضل أن يفهمها المتلقي بالطريقة التي قصدتها المرسل.
- For example, when you answer a question, it should be in a way that satisfies the question asker to be considered effective communication
- To consider communication effective, the receiver must correctly تفسير interpret and تشفير decode the message in the manner intended by the sender.

2.How to arrange the words

3.What tone of voice and gesture to use.

- Tone of voice consider code .
- When an exam creator mentions the lecture topics included in the exam and varies his tone of voice by lowering or raising it for certain topics, it يدل signifies the preference and importance of some lectures over others, مع انه لم يصرح بذلك.

C.Message

1.What is actually said or written

2.The body language that accompanies the words , and how the message transmitted

3.Talking face to face with a person may be more effective than telephoning or writing a message

4.Written communication is often appropriate for longer explanations or for communication that needs to be preserved

5.Recording a message on a tape or communicating by radio or television may be more appropriate for larger audience.

D.Channel

1.It is the medium used to convey the message and it target any of the receiver's sense.

2.Channel should be appropriate for the message and it should help make the message more clear.

E.Receiver

- Receiver is also called the "decoder," "interpreter," or "listener مُنصت"
- **Hearing:** is the ability to receive sounds or information through the ears.
- **Listening:** requires active engagement and analysis, as it involves perception and understanding.
- **In Psychology we should be active listener.**

- **The listener who must listen, observe, and attend (Decoder), who must perceive what the sender intended (Interpretation).**

- **Also called Decoder interpreter listener**

1.Perception uses all the senses to receive verbal and nonverbal message.

2. If the meaning of the decoding message matches the intent of the sender , then the communication has been effective

3.Ineffective communication occurs when the message sent is misinterpreted by the receiver.

4.According to the sender intent , depends largely on their similarities in knowledge and experience and sociocultural background

5.Decode means: to relate the message perceived to receiver, storehouse of knowledge and experience and to sort out the meaning of the message

F.Feedback:

The information or the reaction given by the receptor.

- **When we provide a response (feedback), the receiver becomes the sender.**
- **In some cases, some students did not attend the exam, resulting in no feedback. Alternatively, there are instances where or some students attended the exam but left their answer sheets blank, which can also be considered as communication, but it is not effective. In our evaluation system, receiving a score of 0 out of 40 is not effective, while scoring 20 or 40 out of 40 is considered effective.**
- **Despite communication occurring, its effectiveness is determined by the outcome, which is the feedback received**

Levels of communication

- **1. Intrapersonal level:** Is the communication that you have with yourself (Self-talk).
- **2. Interpersonal level:** All the verbal and nonverbal activities people use when communicating with each other. **It occurs between you and a group.**
- **3. Public communication:** Is the communication that you have with public require greater degree of formality **يكون الخطاب رسمي**.
 - **It addresses يخاطب a large audience, such as television, radio, magazines**

Communications Barriers (obstacles)

A. At the sender level:

1. Does not know the subject.
2. Cannot communicate the message. **يكون الشخص اخرس مثلا او ليس لديه اسلوب لا يصلح المعلومة**
3. Does not formulate clearly the objectives.
4. Does not formulate well the message. **(message not well-prepared, it can significantly affect both the sender and the listener)**
5. Does not choose the language of the receptor.
6. Does not adapt the tone **(Not using the appropriate tone at the right time)**

B. At the message level:

1. Difficult words.
 - **It is essential to avoid using medical terminology, whether in Arabic or English that the patient may not understand, to ensure effective communication.**
2. Is not of interest to the receiver.
3. Is not related to the stated objectives.
4. Unclear, confusing.

C. At the channel level:

1. Noise **المعنى الحرفي او المغزى منها**
 - **For example: malfunction عطل of the data projector (data show) and any other non-physical disturbances, such as distracting sounds that تعيق hinder the clear transmission of information.**

2. Not adapted to the message transmission.

- For instance, presenting an anatomy lecture that necessitates the use of models and visuals in a laboratory session would not be effectively adapted if solely delivered through verbal or written means.

3. Not accessible to the receptor.

- For example: Providing students with CDs that include audio explanations for lectures may not be accessible to all students, as some may not have CD players or desktop computers to play the CDs.

D. At the receptor level:

1. Indifferent (does not care) to the message.

2. Could not decode the message.

- E.g: When the sender speaks French, but the receiver does not understand French

3. Cannot receive the message. مثل الشخص الأصم

4. Poor listening conditions. ضوضاء

E. At the feedback level:

1. Feedback not well prepared.

2. Limited time.

- For example, attempting to solve 100 MCQ in a 30-minute exam may lead to negative feedback.

3. Selection of those who respond. اختيار شخص مركز او غير مركز لاجابة سؤال

4. Questions poorly formulated.

Active listening and non-verbal communication

A. Listening is the most important skill and often the most challenging.

- In a psychotherapeutic session with a psychiatric patients, the therapist should be an active listener and a facilitator (modulator يقود الجلسة) for the session.

B. 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!).

C. The best and the most therapeutic thing to do are to say less and listen more.

D. Listening to a client does not mean that you are doing nothing; instead, you are allowing a space for the person to talk.

Non-verbal behaviors include:

- **Nonverbal communication refers to the exchange of messages without the use of words, utilizing facial expressions, body language, and other non-linguistic cues to convey information and emotions**

A. Facial expression: Showing it in your face, for example facial expression, looking interested and concerned; maintaining good eye contact –

B. Body movements: Showing it in your body movements, for example nodding of head, leaning forward

C. Much of the communication that takes place between people is non-verbal.

- **In our daily lives, 70-85% of our communication is nonverbal communication**

D. Our faces and bodies are extremely communicative.

- **Non-verbal communication, including body language and facial expressions, is often more challenging to control consciously compared to verbal communication (the words we use).**
- **While you can be mindful of the words you use when complimenting someone, your body language and facial expressions may naturally reveal your true feelings and emotions.**
- **So we can control verbal communication but Non-verbal communication we can't .**

E. Being able to read nonverbal messages or body language is an important factor in establishing and maintaining relationships.

- **Nonverbal communication is considered more accurate and credible أكثر مصداقية than verbal communication. When interacting with psychiatric patients, paying attention to their body language, tone of voice, and facial expressions can provide valuable insights into their emotions, thoughts, and feelings beyond the spoken words**
- **The clothing you wear when receiving a guest or visitor is a form of nonverbal communication.**

The SOLER position

(Also, use it with normal individuals).

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 "قول للمريض: "عفوًا، ما سمعت ممكن تعيد؟"
 - Healthcare provider wants to ensure that the patient feels heard and that their message is being given proper attention.
- **E:** Maintaining good eye contact, without staring
- **R:** Relaxed posture
 - One of the mistakes a healthcare provider should avoid is constantly looking at their phone or watch during interactions with patients, as it may convey a lack of interest in the conversation. Indicating a desire to end the conversation soon.

A little exam to test your understanding:

1. Allows the communicator to adjust his message and be more effective :

- a. Feedback
- b. Sender
- c. Receiver

Answer: a

2. It is possible to communicate using the single way process.

- a. True
- b. False

Answer: b

(Because it's a cycle (more than one process

3. Communication involves physical ways of communication, like, tone of voice, touch, smell, and body motion :

- **a. Non-Verbal Communications**
- **b. Visual Communications**
- **c. Oral Communications**

Answer: a

4. Letters Emails Video Presentations Visual Aids Conversation Public Speaking Etc. are examples of :

- **a. Written Communications**
- **b. Oral Communications**
- **c. Channel Mediums**
- **d. Visual Communications**

Answer: c

5. All of the following are examples of effective communication skills except :

- **a. Arms crossed**
- **b. Open body posture**
- **c. Eye contact**
- **d. Speaker calm voice**

Answer: a

6. Message is any signal that triggers the response of a :

- **a. Receiver**
- **b. Driver**
- **c. Sender**
- **d. Cleaner**

Answer: a

7. Humans communicate nonverbally primarily by the use of the following:

- **a. Signs or Symbols**
- **b. Body Language**
- **c. Touch**
- **d. Facial Expressions**
- **e. All of the following**

Answer: e

8. Cues that show you're not listening :

- a. Smiling
- b. By nodding
- c. Crossing your arms around your chest
- d. With small verbal comments

Answer: c

9. Which of the following is an example of active listening?

- a. Good eye contact
- b. Listener has encouraging facial expression
- c. Listener show interest person
- d. All of the above

Answer: d

10. Which is not an IMPORTANT CHARACTERISTICS OF COMMUNICATION:

- a. Communication does not involve mutuality of understanding between Sender and Receiver.
- b. Communication process happens between or among two or more parties. (Sender and Receiver)
- c. Communication involves exchange of ideas, feelings, information, thoughts, and knowledge.
- d. It is a 2-way process.

Answer: a

11. What is Communication?

- a. Exchanging thoughts, ideas, and messages through speech, writing, signals, and body language.
- b. Imparting information
- c. A system, such as mail, telephone, or television for sending and receiving messages.
- d. All of the above.

Answer: d

قال ابن القيم رحمه الله: "وقد اجمع عقلاء كل امة على ان النعيم لا يُدرك بالنعيم، وان من أثر الراحة فاتته الراحة، وانه بحسب ركوب الاهوال واحتمال المشاق تكون الفرحة واللذة فلا فرحة لمن لا هم له ولا لذة لمن لا صبر له ولا نعيم لمن لا شقاء له ولا راحة لمن لا تعب له بل اذا تعب العبد قليلا استراح طويلا