

# Communication Skills

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- ▶ **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.**

# 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**

# 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

- ▶ **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**

# Purpose of Communication Process...

- ▶ **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**

## Elements of the Communication Process...

### 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.**

# Elements of the Communication Process...

## 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.**

# Elements of the Communication Process...

## Message

- ▶ **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.**

# Elements of the Communication Process...

## Channel

- ▶ **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.**

# Elements of the Communication Process...

## Receiver

- ▶ **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**

# Elements of the Communication Process...

## Receiver

- ▶ **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**

## Elements of the Communication Process...

### **Feedback**

**The information or the reaction given by the receptor.**

# Levels of communication

- ▶ **Intrapersonal level : Is the communication that you have with yourself ( Self - talk ).**
- ▶ **Interpersonal level: All the verbal and nonverbal activities people use when communicating with each other.**
- ▶ **Public communication: Is the communication that you have with public require greater degree of formality**

# Communications Barriers (obstacles)

## ► **At the sender level:**

- **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**

# Communications Barriers...

- ▶ **At the message level:**
  - **Difficult words.**
  - **Is not of interest to the receiver.**
  - **Is not related to the stated objectives.**
  - **Unclear, confusing.**

# Communications Barriers...

## ▶ **At the channel level:**

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

# Communications Barriers...

- ▶ **At the receptor level:**
  - **Indifferent (does not care) to the message.**
  - **Could not decode the message.**
  - **Cannot receive the message.**
  - **Poor listening conditions.**

# Communications Barriers...

- ▶ **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.

*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