

1.02

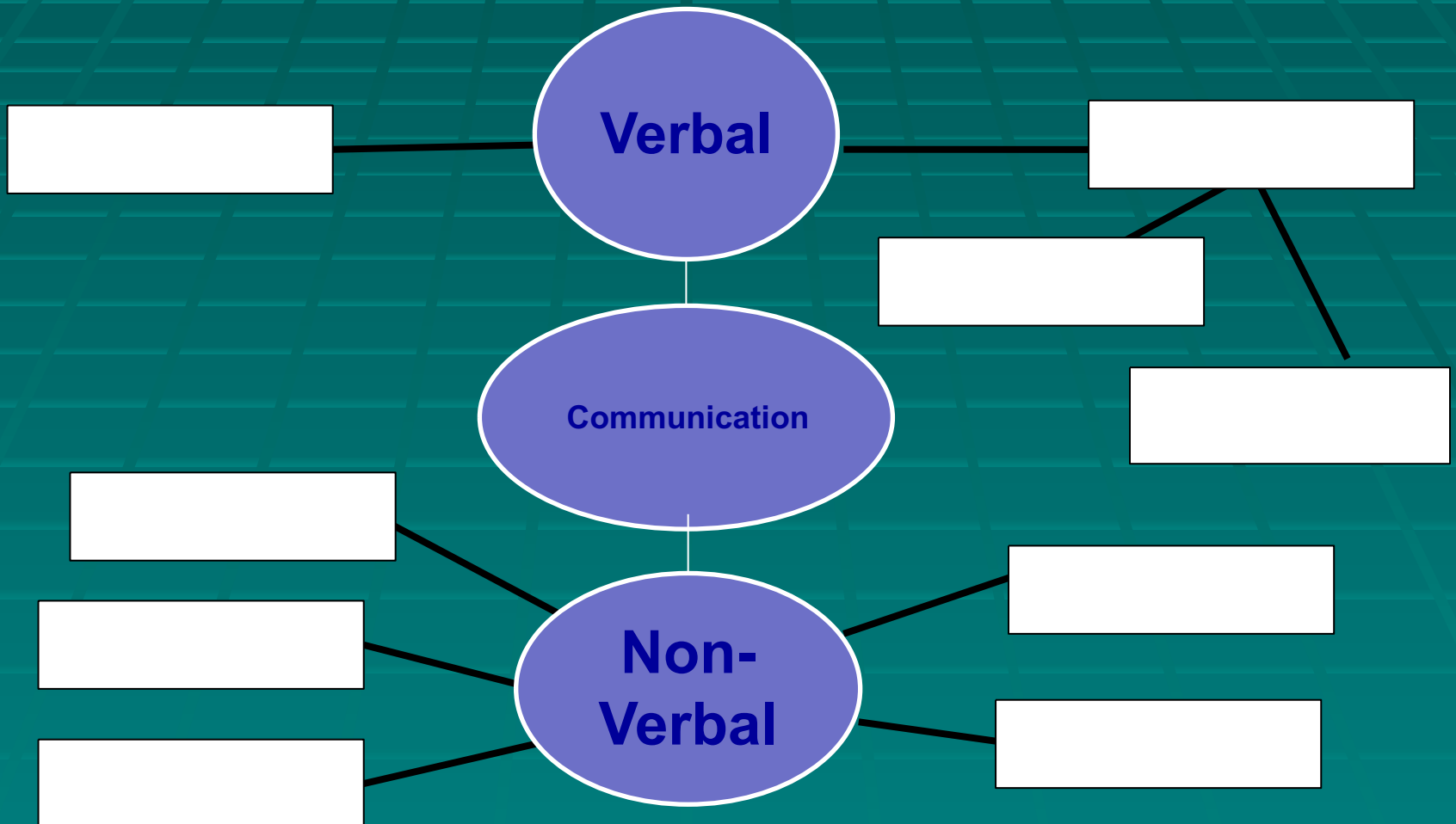
**Understand
effective
communication**

Journal Prompt #1

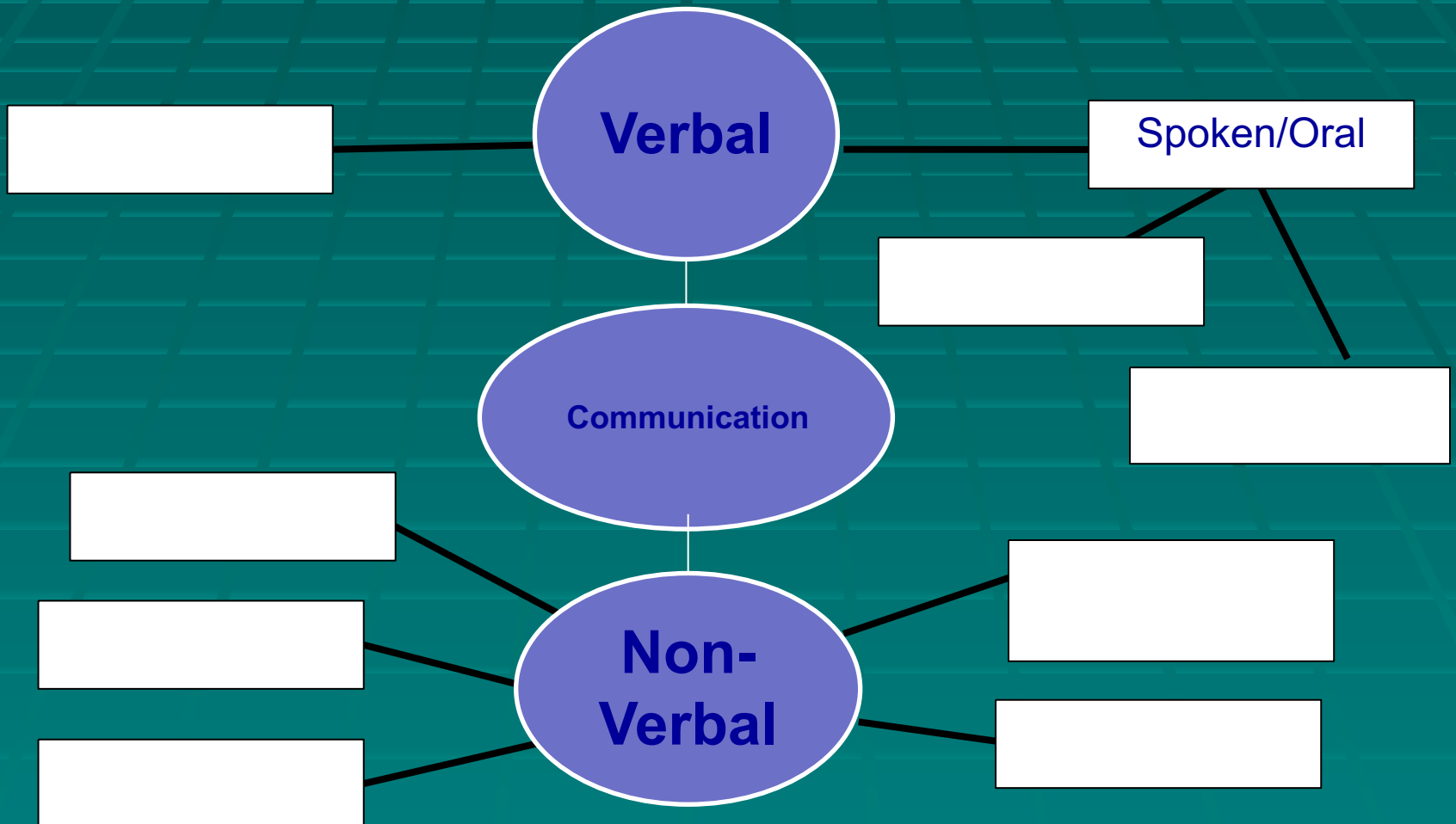
How do you communicate?

- ⑩ Do you like to talk?
- ⑩ Are you a good listener?
- ⑩ What makes you a good listener?
- ⑩ Why do healthcare professionals have to have good communication skills?

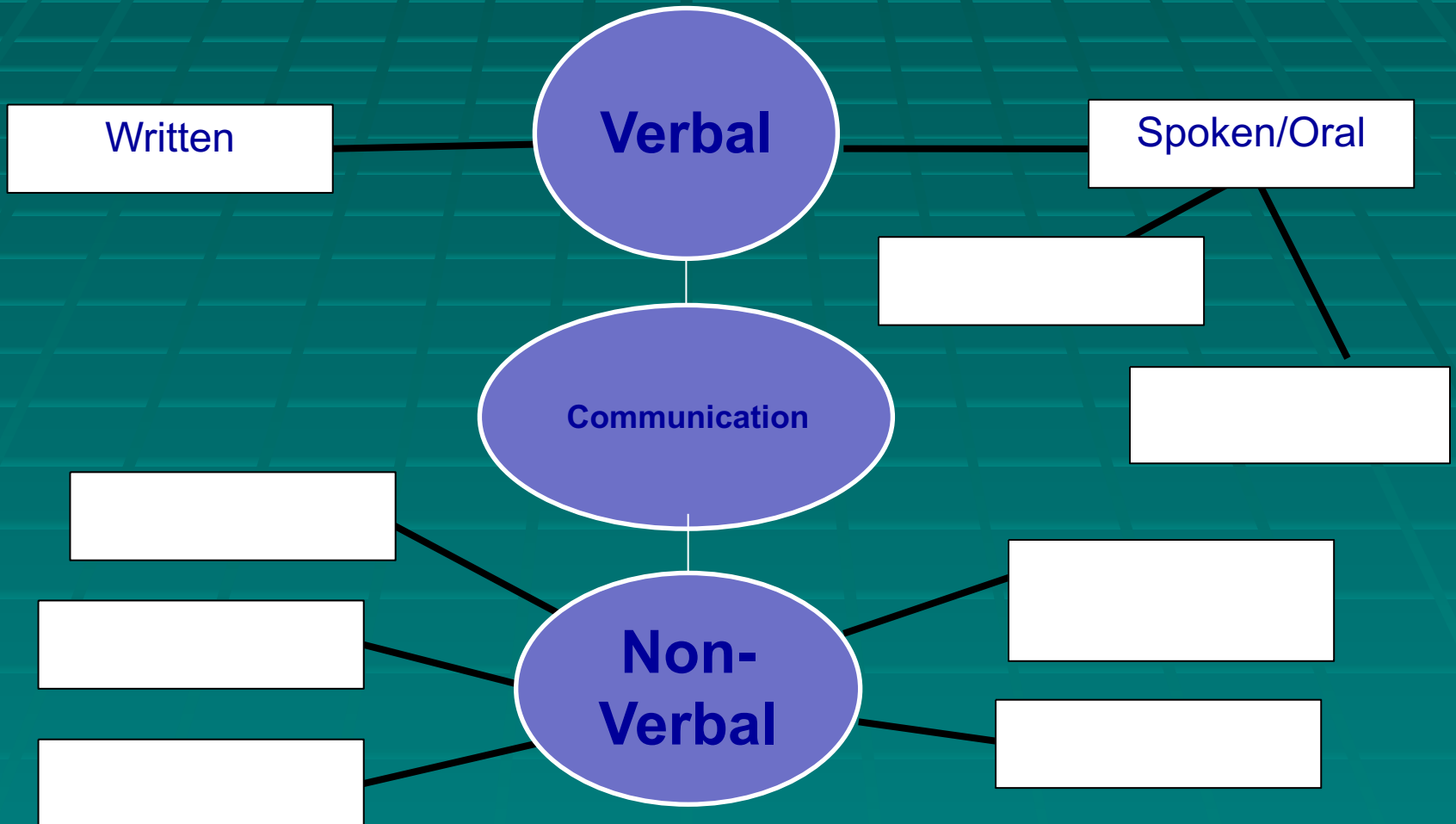
Types of Communication: Verbal and Non-Verbal



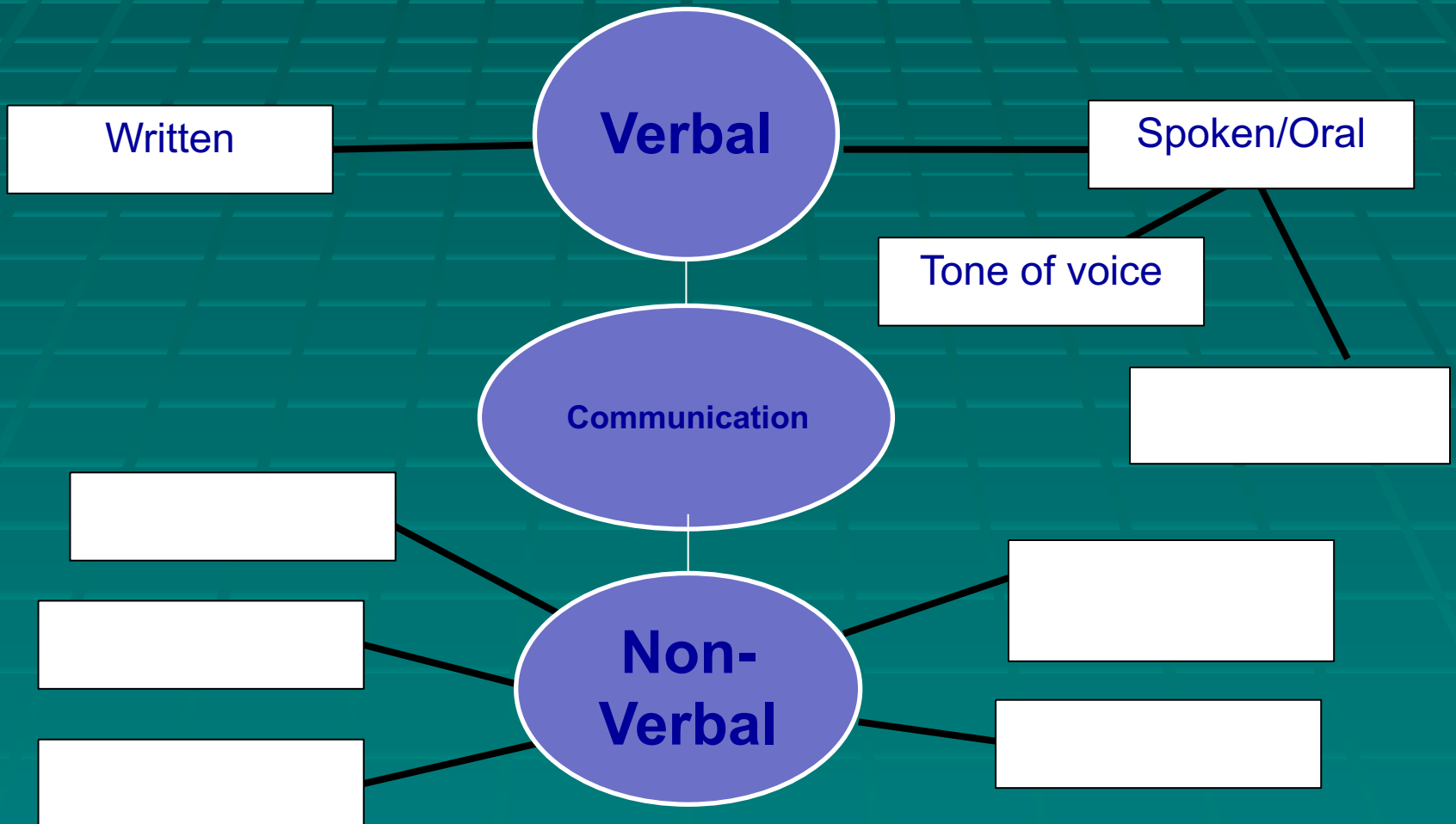
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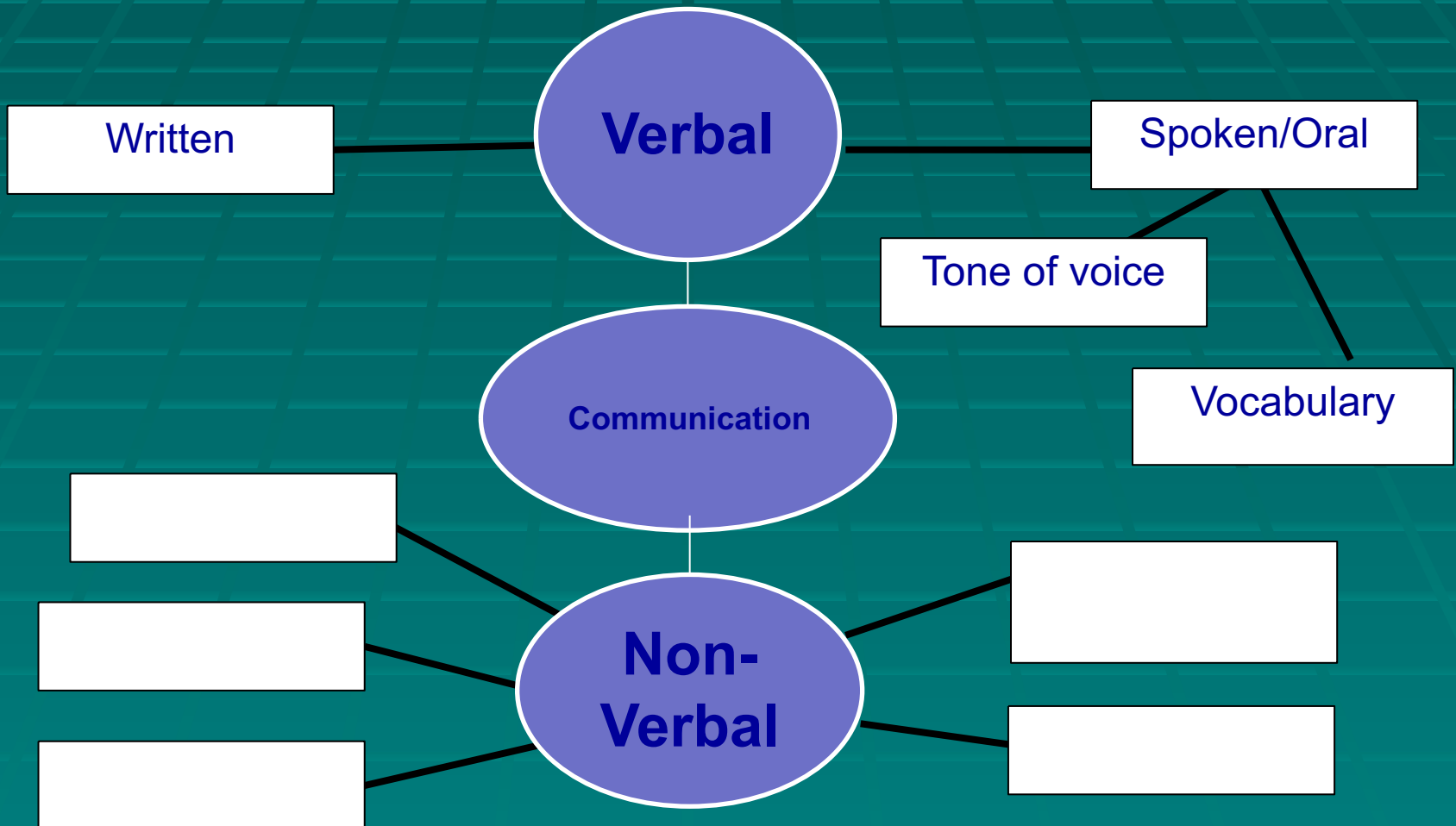
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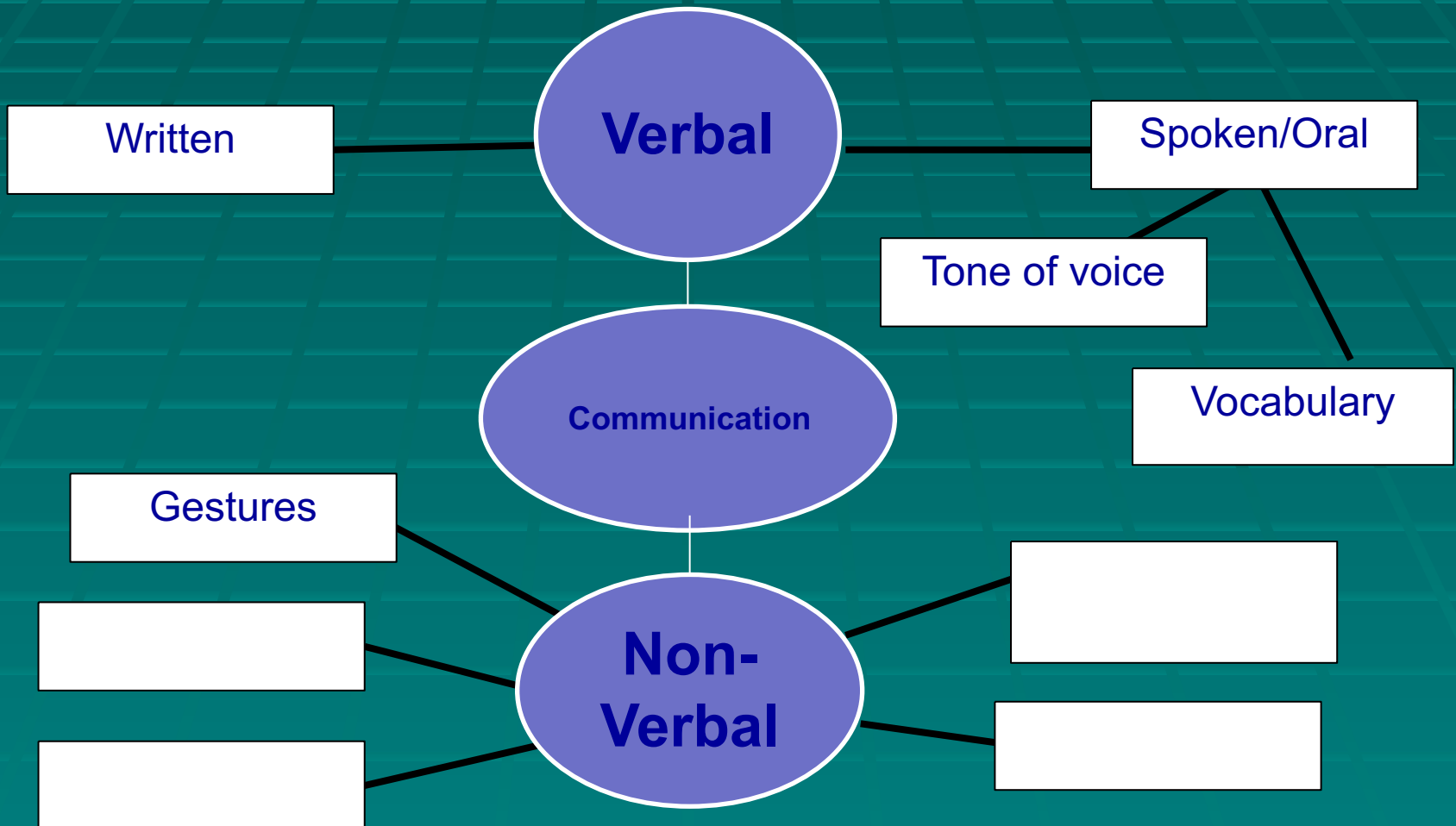
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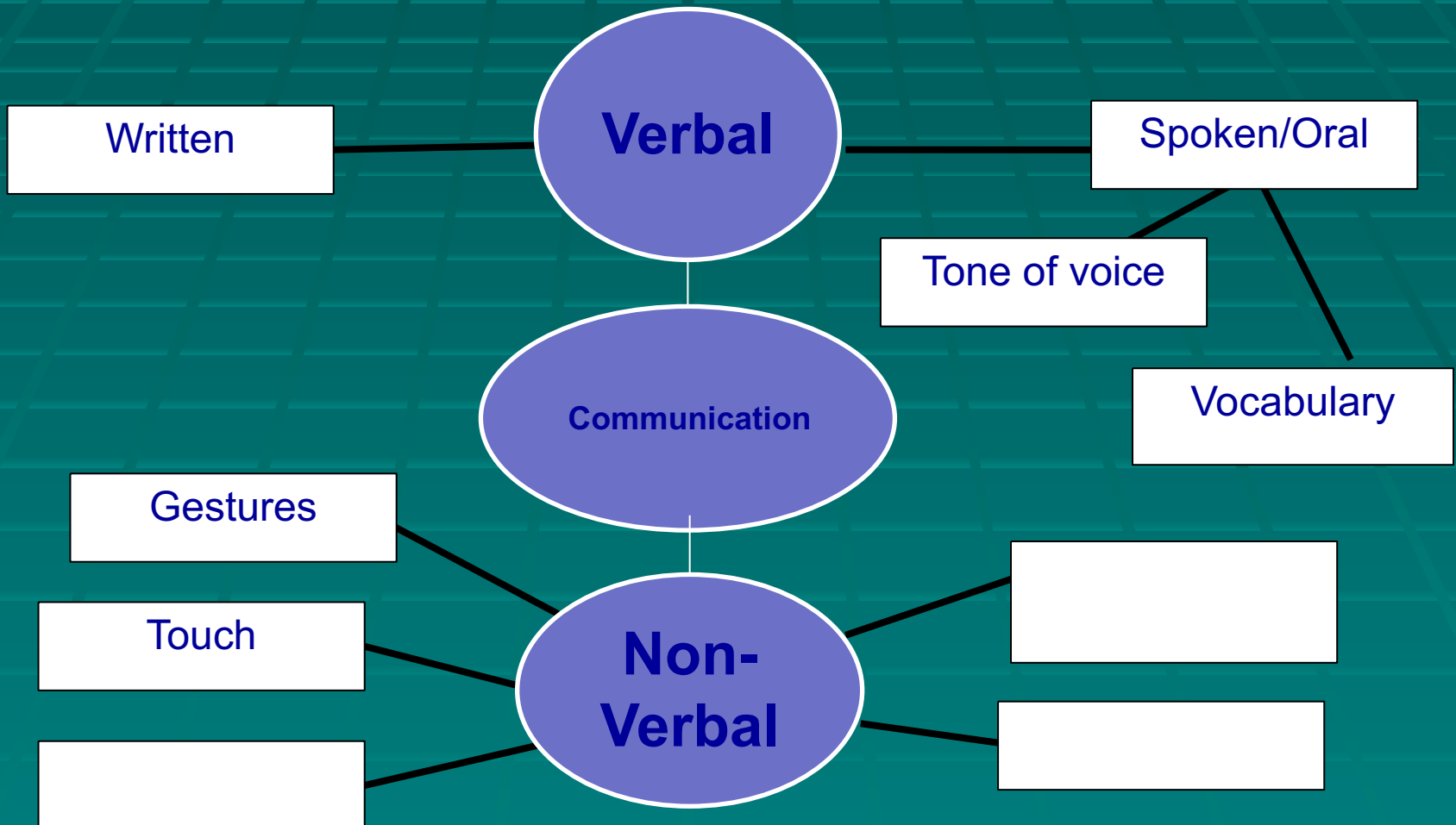
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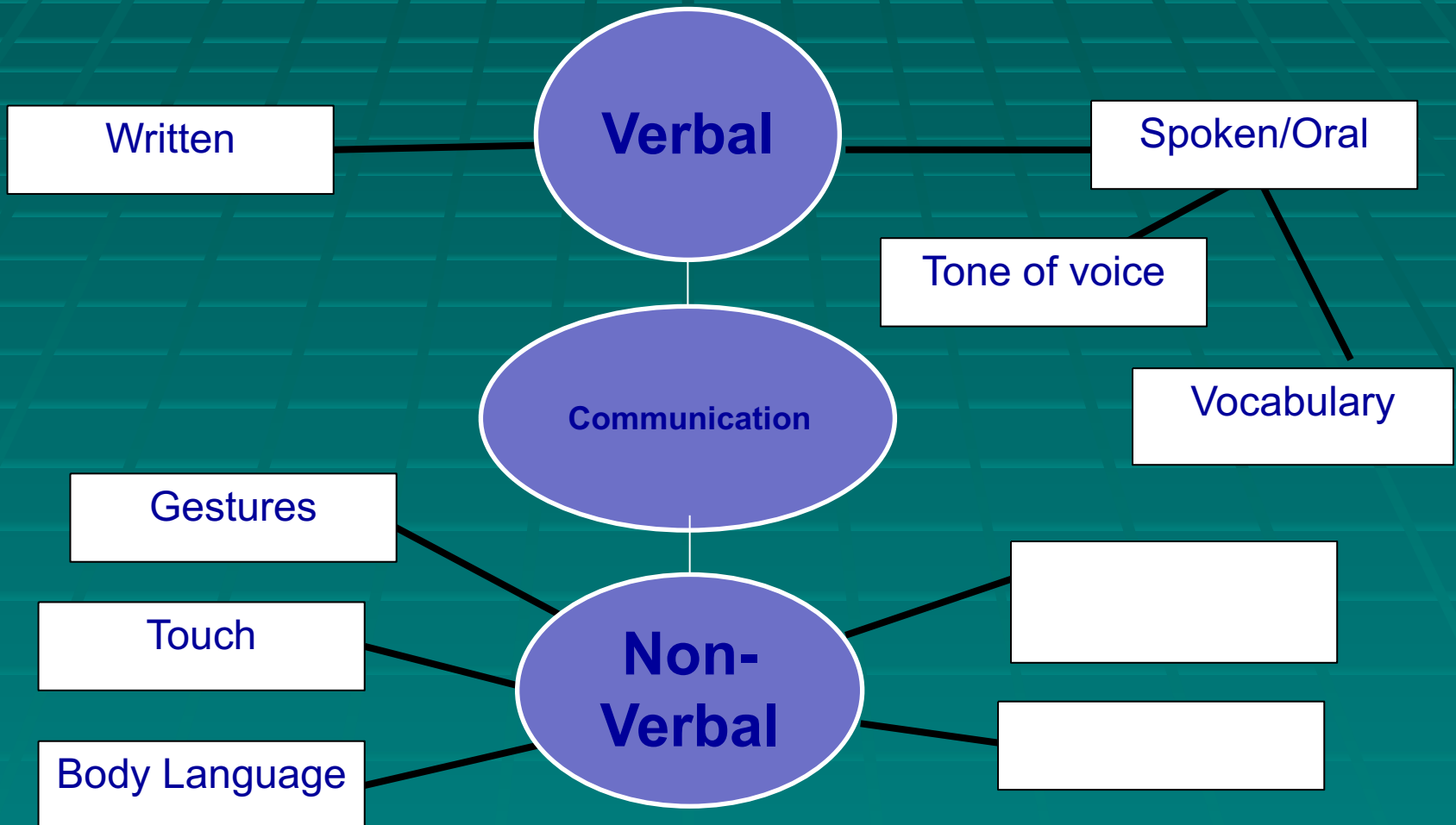
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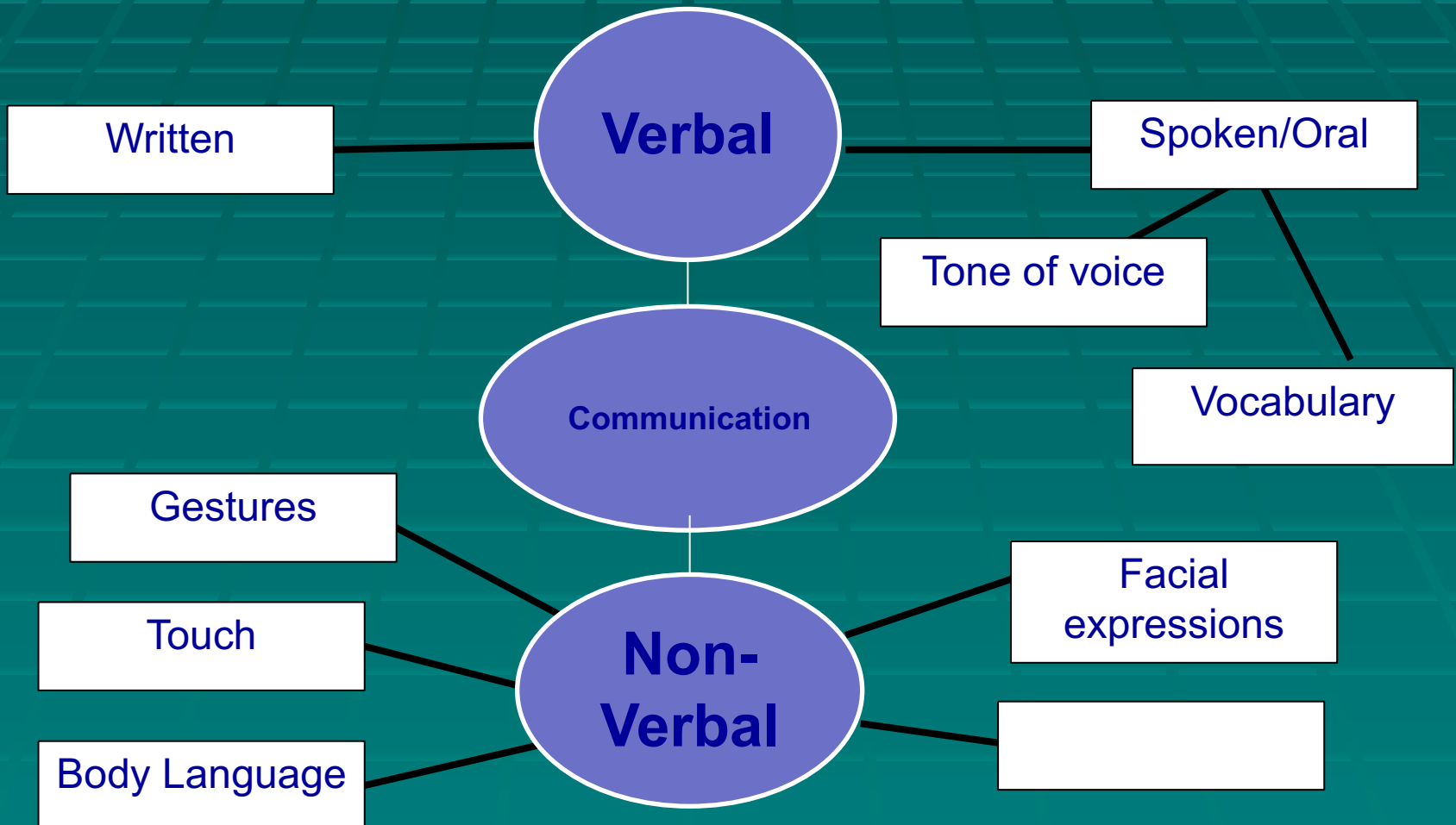
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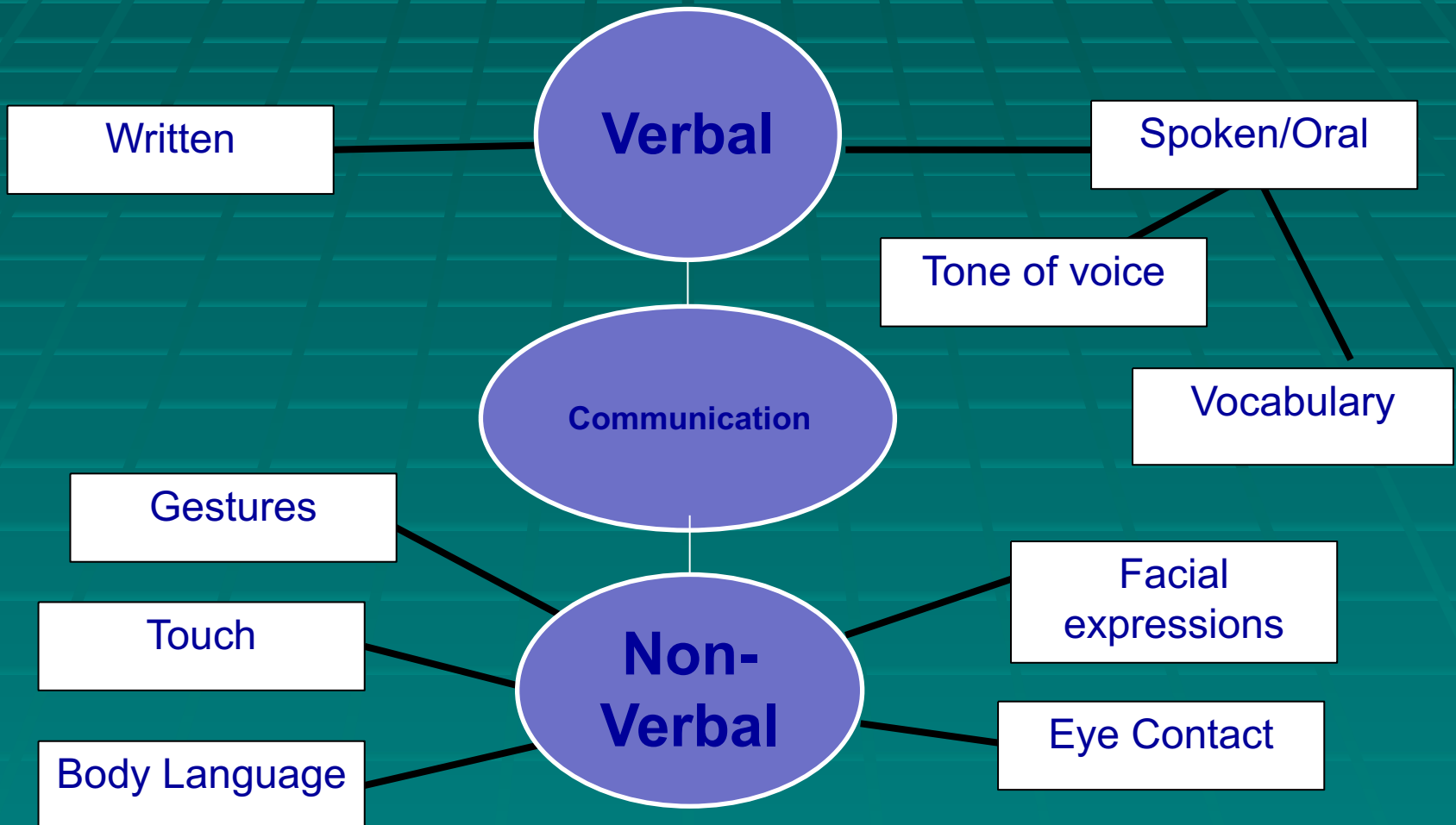
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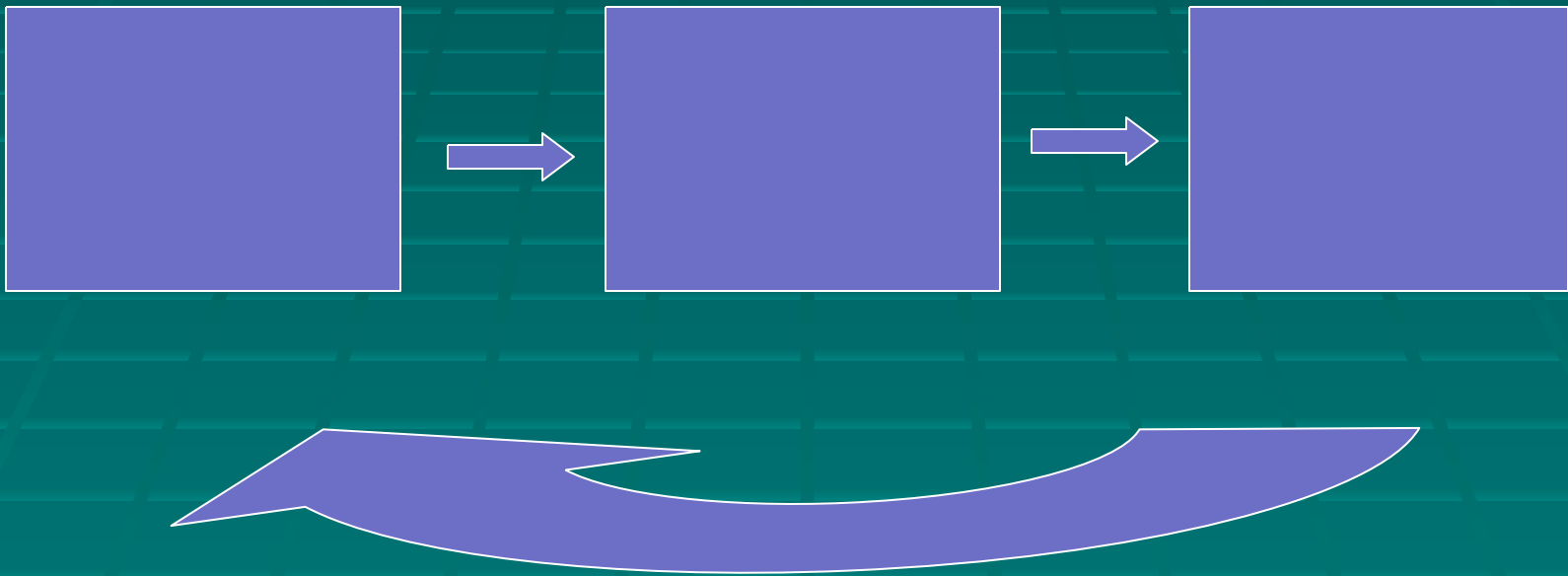
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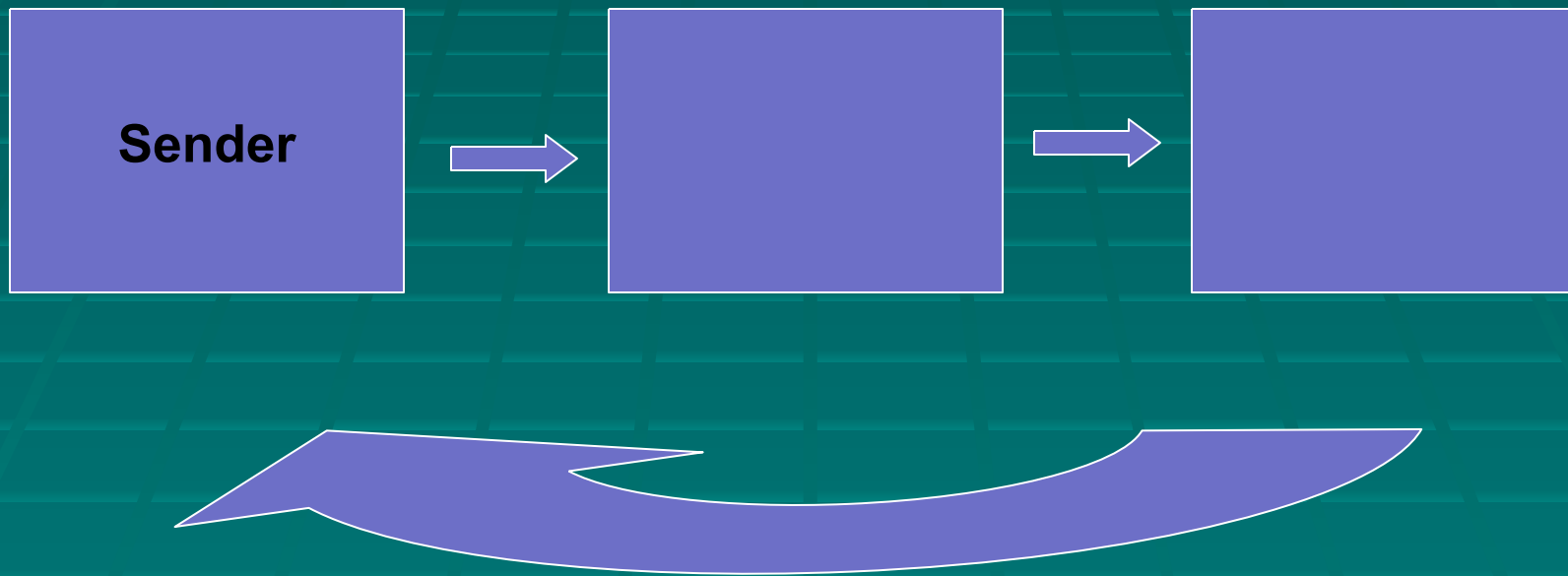
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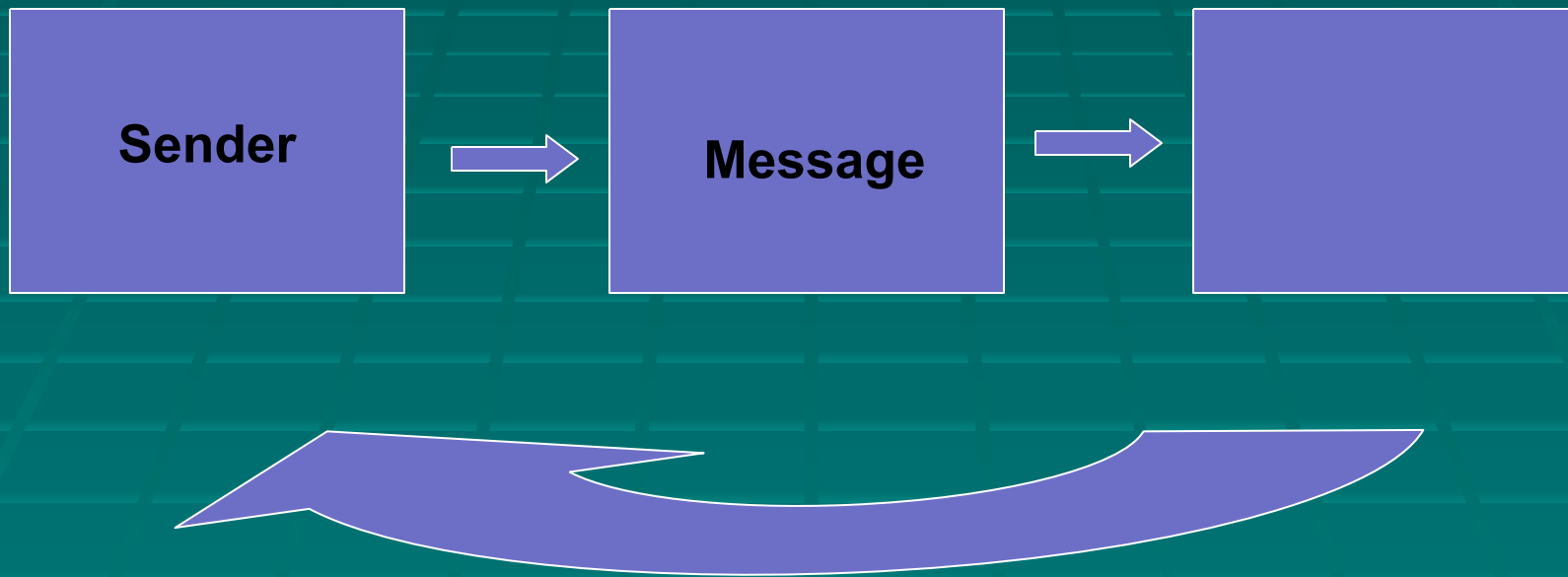
The Communication Model



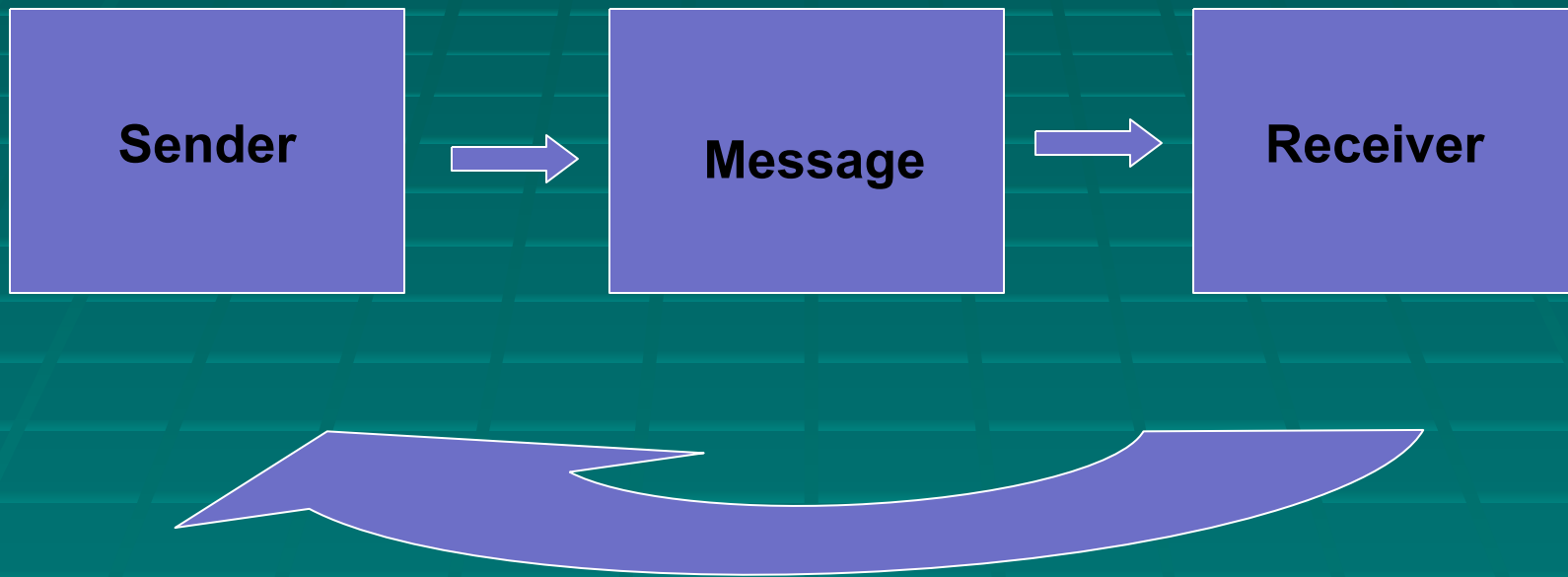
The Communication Model



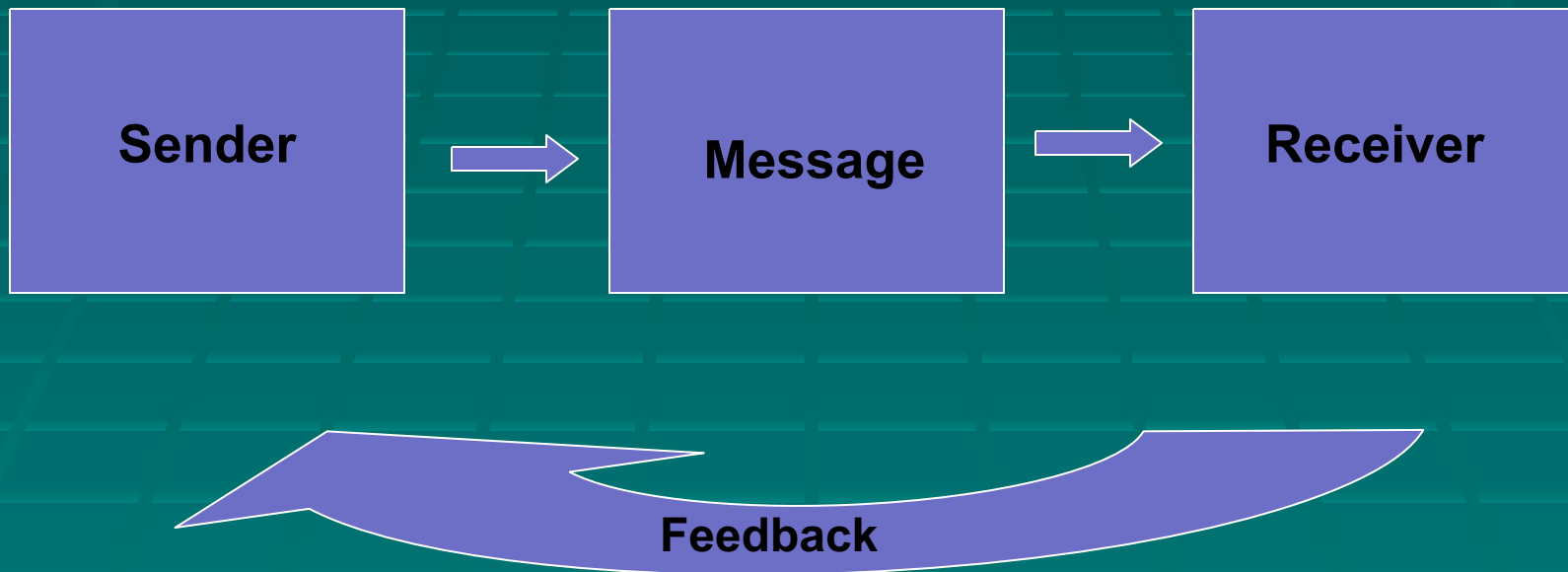
The Communication Model



The Communication Model

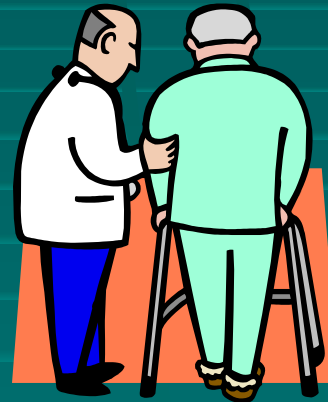


The Communication Model



Communication Process

- Engagement
- Understanding
- Education
- Sense of Partnership



Communication Process

Engagement

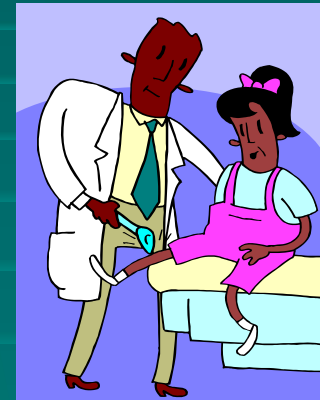
- Connection between the healthcare professional and the patient
- Develops partnership



Communication Process

Engagement:

- **Effective Communication Strategies**
 - **Introduce yourself**
 - **Allow the patient to talk without interruption**



Communication Process

Understanding

- Healthcare professional makes the patient feel accepted
- Healthcare professional empathizes with the patient

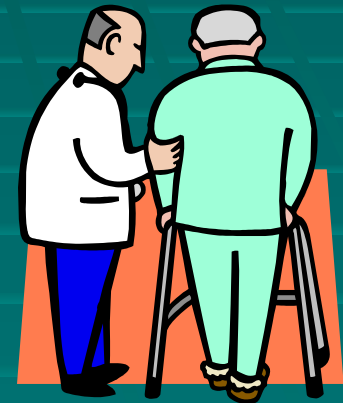


Communication Process

Understanding:

- **Effective Communication Strategies**

- **Allow patient to share thoughts and feelings**
- **Share anecdotes to create a bond**



Communication Process

Education

- To increase the patient's knowledge of their illness
- Minimizes anxiety



Communication Process

Education:

- **Effective Communication Strategies**
 - Use language the patient understands
 - Make sure all patient's questions are addressed



Communication Process

Sense of Partnership

- Healthcare professional and patient work together regarding their problem and treatment plan



Communication Process

Sense of Partnership

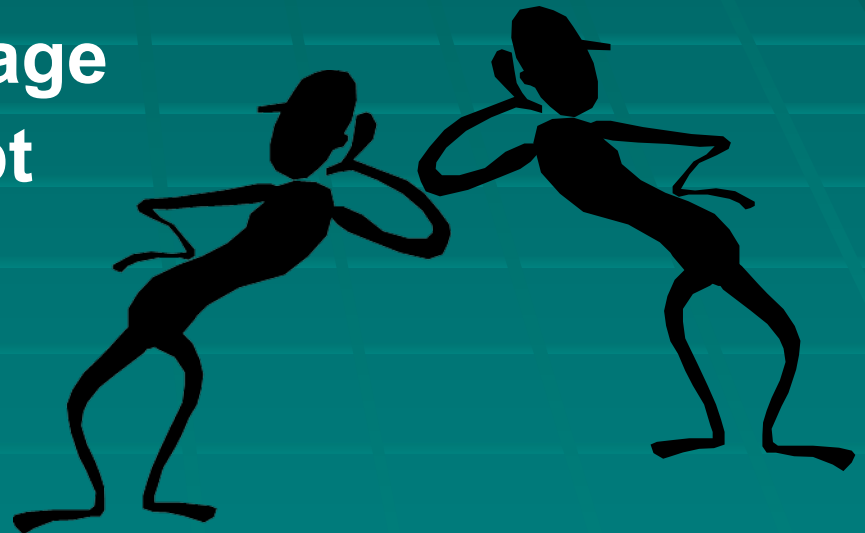
- **Effective Communication Strategies**
 - **Avoid critical questioning**
 - **Use active listening**



Communication Process

Active Listening

- **Need good listening skills**
 - Show interest
 - Pay attention
 - Hear the message
 - Do not interrupt



Communication Process

Active Listening

- Reflection
- Restatement
- Clarification



Communication Process

Active Listening

- **Reflection**
 - Careful thought
- **Restatement**
 - Rewording
 - Summarizing
- **Clarification**
 - Explaining

