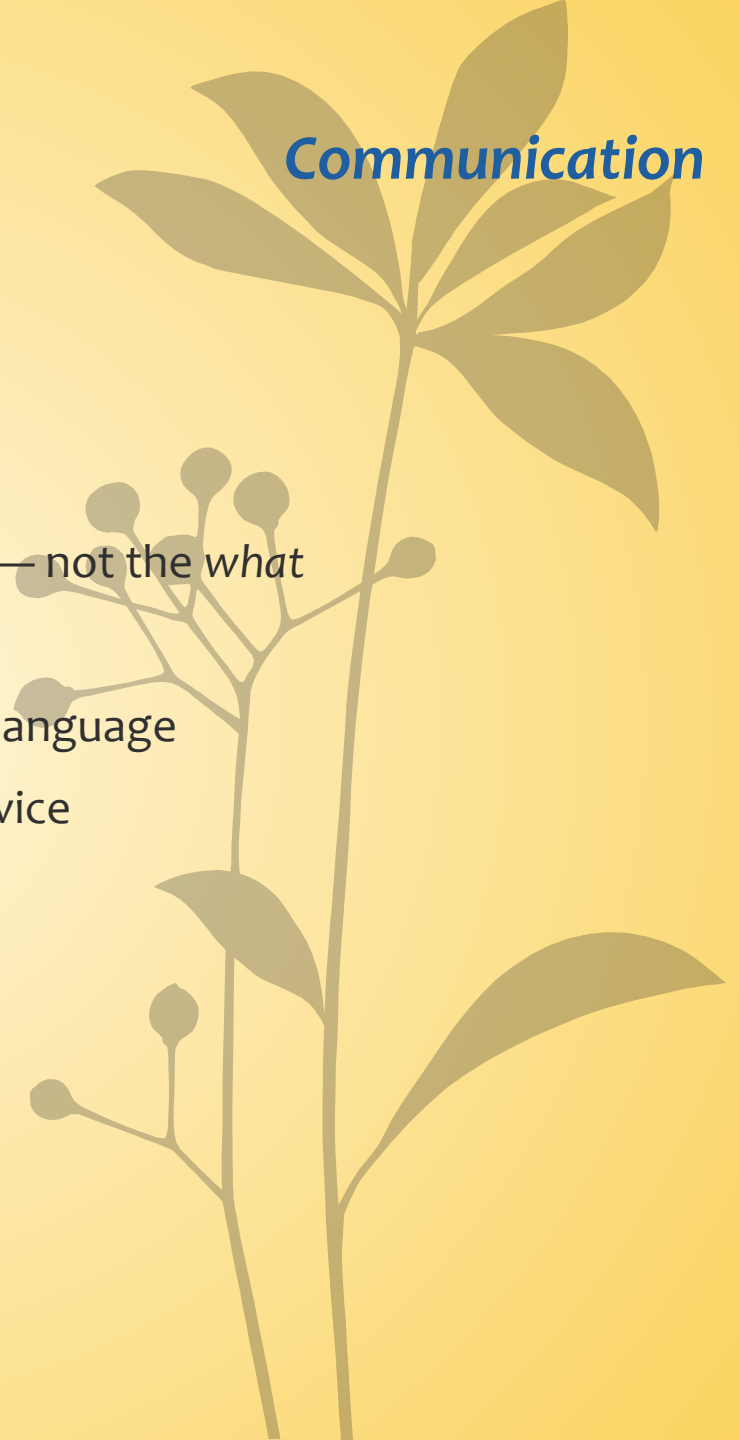




***Module 2:
Effective
Communication
Skills***

Effective Communication

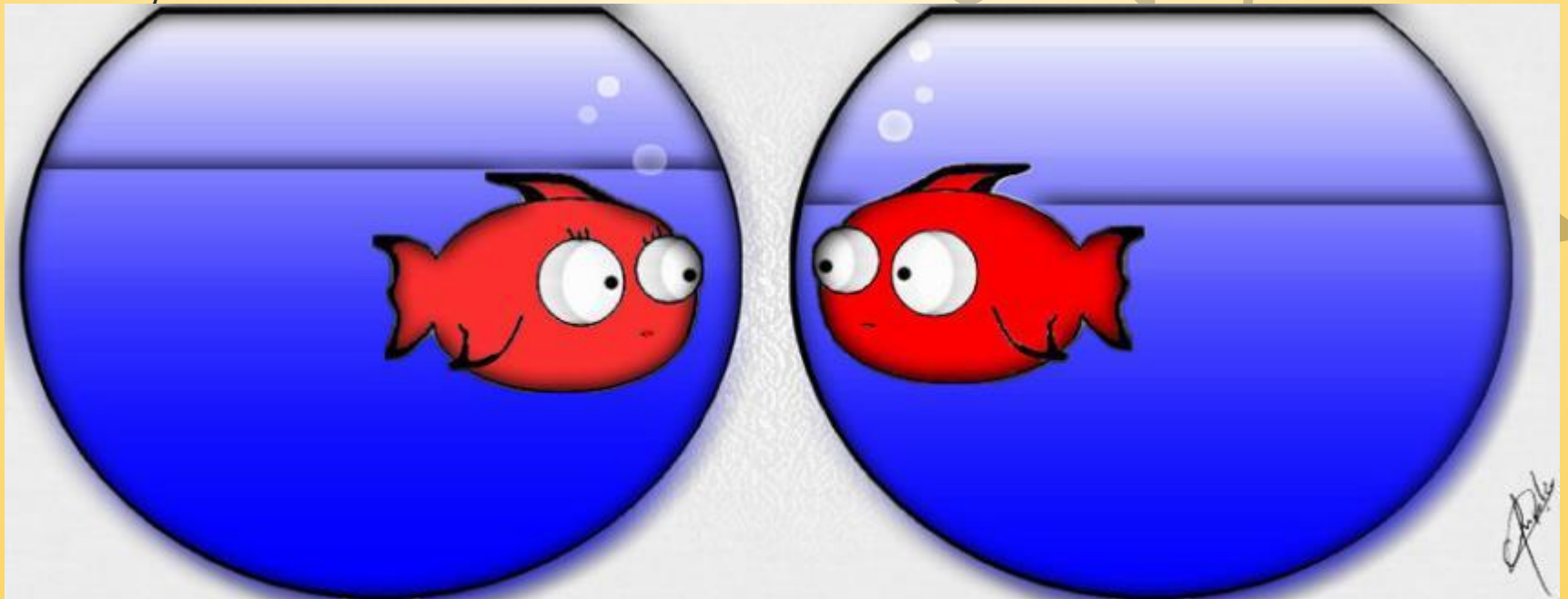
- What is it?
 - Talking:
 - More than 80% of the “message” is in the *how* — not the *what*
 - Express yourself clearly
 - Use a “common language” of words and body language
 - Ask open-ended questions, and avoid giving advice
 - Listening:
 - Be available and “present”
 - Give undivided attention
 - Listen with empathy
 - Respect silence



Barriers

- Poor listening skills
- Stress
- Language and culture
- Intense feelings
- Secrecy

Communication



Active Listening and Empathy

The first step in communication is listening to one another. Without listening there is little communication, and without communication there is little love. Each of us needs desperately to be listened to, and to be loved by another who can listen to us and love us just as we are.

– Buckman

Active Listening and Empathy

- Some guidelines:
 - Clear your mind
 - Be silent
 - Make eye contact
 - Relax ... and be open
 - Be compassionate
 - Listen without interruption
 - Listen for more than words
 - Send acknowledgements
 - Use touch — but only with permission



When there is a Physical Barrier to Communication

Communication



- Communicating with someone who has a speech impairment
 - Speak normally — no need to raise your voice
 - Be patient
 - Ask the person to repeat herself/himself when necessary
 - Ask the person to say it in a different way or provide clues in other ways
 - Ask if there is someone nearby who can translate for you
- Communicating with someone in a coma
 - Remember: the person can hear and understand your voice and/or touch
 - Look for tiny clues about how the person is feeling, and trust your “sixth sense”
 - Speak normally, be relaxed, and express words of encouragement

Techniques that Help

Using silence

Encouraging description

Placing the event in time
or in sequence

Offering general leads

Offering self

Requesting an explanation

Focusing

Encouraging a plan of action

Restating

Accepting

Making observations

Giving broad openings

Giving information

Giving recognition

Attempting to translate feelings

Seeking clarification

Reflecting

Communication



Techniques that Hinder

Introducing an unrelated topic

Expressing judgement

Using jargon

Story-telling

Offering false reassurance

Educating

Defending

Communication

Advising

Disagreeing

Correcting

Sympathizing

Making stereotypical comments



What Will I Talk About?

- General tips:
 - Before you arrive, review what you know
 - Ask open-ended questions
 - Be prepared to share information about yourself
 - When you arrive, “take the temperature of the room”
 - Introduce yourself – and be prepared to do this several times if necessary
 - Be yourself
- Conversation starters:
 - Talk about the person’s home or room
 - Ask about the person and family
 - Ask about his/her life story
 - Discuss what’s happening now or this week
 - Explore his/her social interests
 - Discuss his/her thoughts and feelings



Privacy and Confidentiality

Communication

- Do not disclose:
 - who you are caring for
 - the state of wellness of the ill person or family members
 - anything that is said to you by the person and/or family members
 - anything that you observe or overhear during your assignment
 - how the person died
 - how the family members grieve

Is it ever acceptable to break confidentiality?

Optional Video on Effective Communicating

- https://www.youtube.com/watch?v=OwW8x_oYGLI



Next Steps?

- Click on the link below to take you to the *Module 2: Effective Communication Skills* quiz section
 - [Module 2 Quiz](#)

