

Communication skills in English for the medical practitioner

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The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

► INTRODUCTION

Introduction to communication

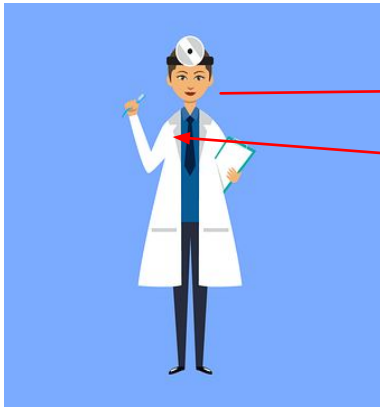
► The purpose:

1. to give learners an overview of *what communication involves* and
2. to show *the importance of good communication* to the doctor-patient interview

Communication is (watch you tube videos)

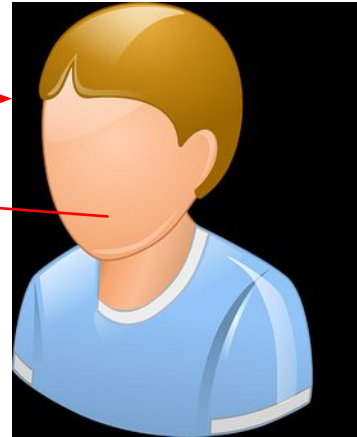
- ▶ a two way process where a **sender** of a message (words) should receive (get) some feedback (reaction) from the **receiver**

a sender



a message

a feedback
(reaction)



a receiver

- ▶ social interaction through messages

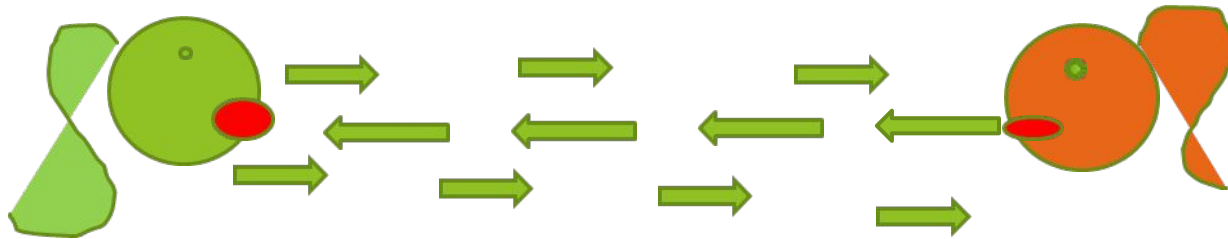
?-Find and give your definition

Communication models

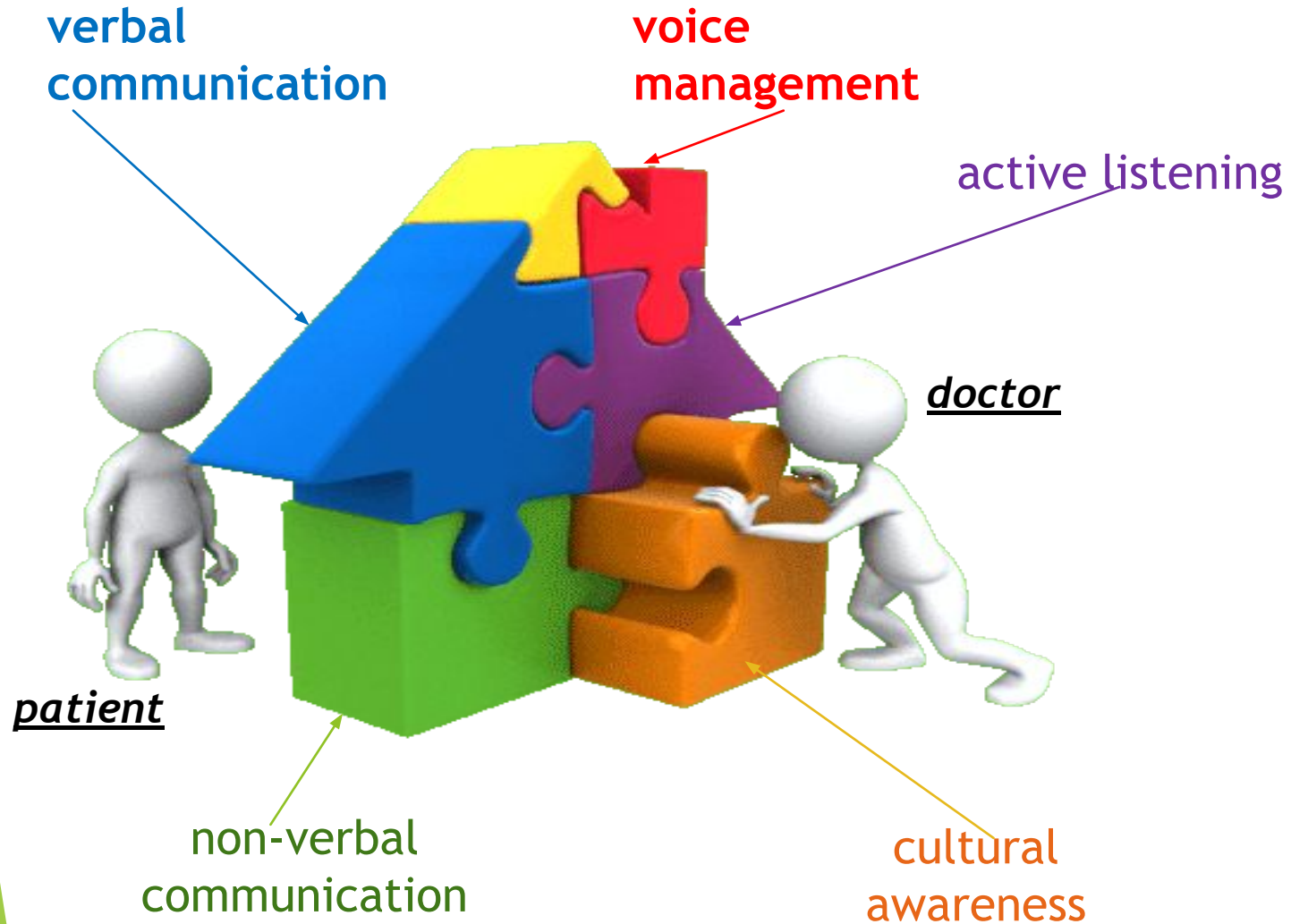
- ▶ Transmission model



- ▶ Interactional model



Communication Elements





Verbal communication factors (?)

1. relation to each other

2. gender

3. age

4. language/lexics

5. level of education

Verbal communication strategies

Doctor *Do you have any history of
cardiac arrest?*

Patient *No, we have never had any
trouble with the police*

*What causes misunderstanding?
Find an alternative expression.*

Verbal communication strategies

WHAT?

- ▶ Clarifying
- ▶ Checking
- ▶ Paraphrasing
- ▶ Summarising

WHY?



Voice management

It is not what we say, it is how we say

What aspects of voice can influence verbal message?

Listen to three doctors (**ex.6, 7, p.10**). What can you say about them?

- intonation
- stress
- speed
- loudness

Voice management

- Is very important, as it can add extra meaning to what people say and undermine communication





Non-verbal communication

touch

eye contact

proximity

environment

clothing and accessories

facial expression

orientation

posture

What is the most difficult to control?





Active listening

hearing is passive - listening is active

barriers

External noise

Mumbling

Speaking quickly

Strong accent

Wrong stress

Thinking about the words to say

Day-dreaming

Judgment in advance

Predicting what the speaker is
going to say



Signs of active listening (ex. 13a,b)

- *not giving the impression you are in a hurry*
- *listening to verbal cues*
- *observing non-verbal cues (eye contact, body language)*
- *making utterances (I see, Right)*
- *clarifying, summarizing*
- *pausing before questions*





Cultural awareness

- ▶ Customs, world views, language, kinship system, social organization, day-to-day practices make culture
- ▶ It is important to understand how culture shapes both the patient's beliefs and also our own.

Cultural awareness means

- ▶ recognizing that your beliefs, habits and attitudes are biased and can be puzzling to others. It also means being tolerant of difference, being flexible and willing to embrace change. However, cultural awareness does not mean leaving your personal beliefs behind. It means realizing that language and culture are linked and cannot be separated. Lack of cultural awareness can result in offending others.



Cultural awareness elements

- ▶ Language
- ▶ Religion
- ▶ Beliefs
- ▶ Values
- ▶ Customs/habits
- ▶ Festivals
- ▶ Art
- ▶ Literature
- ▶ Music



Home task

- ▶ Introduction PP
- ▶ Home reading 1 “Two consultations”
- ▶ Get ready for the written test