

DEPARTMENT OF MEDICAL EDUCATION

University of Health Sciences, Lahore

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Skills in Communication

Proper communication is an important tool in the armamentarium of good health care providers and is considered essential competency for their day-to-day work. The workshop will cover area of effective communication skills – what they are and why they are important, body language and using it to enhance your message, barriers to effective communication, active listening and getting the most out of all your interactions, models for doctor-patient communication and improving communication in your team(s).

Intended Learning Outcomes

At the end of the workshop participants will get an understanding of how to:

1. Adapt own communication to the level of understanding and language of the patient, avoiding jargon.
2. Use techniques to build up and maintain rapport and an empathetic relationship and ensures that the patient feels attended and listened to.
3. Relate to the patient respectfully including ensuring confidentiality, privacy and autonomy and recognizes the patient as a partner in shaping a relationship.
4. Elicit and explores the content of the patient's bio-psycho-social history (e.g. gathers relevant information, ensures understanding, relays information understandably, verbalizes emotional content).
5. Encourage the patient to express own ideas, concerns, expectations and feelings and accepts legitimacy of patient's views and feelings.
6. Give information to the patient (oral, written, electronic and over the phone) in a timely, comprehensive and meaningful manner.

7. Use techniques of active listening (e.g. reflection, picking up patient's cues, paraphrasing, and summarizing, verbal and non-verbal techniques).
8. Recognize difficult situations and communication challenges (e.g. crying, strong emotional feelings, interruptions, aggression, anger, anxiety, embarrassing or sensitive issues, cognitive impairment, and delivering bad news) and deals with them sensitively and constructively.
9. Show awareness of the non-verbal communication of both the patient and the healthcare professional (e.g. eye contact, gestures, facial expressions, posture) and responds to them appropriately.
10. Shape a conversation from beginning to end with regard to structure (e.g. introduction, initiating the conversation, gathering and giving information, planning, closing interview, setting up next meeting; time management).
11. Use different types of questions (e.g. open, closed and focused) according to the situation.