

High Yield 4

Communication skills

الطبة الجراحة
لجنة
مش شامل... لكن برتيب أفكار المحاضرة

DEFINITION OF COMMUNICATION:

- The act of transmitting verbal, nonverbal, or written information.
- An exchange of information through symbols, signs, or behavior.
- A method of expressing ideas effectively, possibly using technology.

COMMUNICATION PROCESS:

- A two-way interaction involving sending and receiving messages.
- Sharing thoughts, ideas, and emotions.
- A key element of personal and social relationships.
- Essential for human connection and understanding.

PURPOSE OF COMMUNICATION:

- To establish and maintain therapeutic relationships.
- To assist in diagnosing and treating clients.
- To influence attitudes and behaviors positively.
- To promote understanding between individuals.
- To initiate health-promoting changes.
- To prevent legal issues in psychiatric practice.
- To build an effective doctor-client relationship.



ELEMENTS OF THE COMMUNICATION PROCESS

1. SENDER (Source / Encoder):

- The person or group who initiates the message.
- Has an idea or feeling to share.
- Converts it into a form that can be communicated (words, gestures, tone).

2. ENCODING:

- The process of selecting symbols to express the message.
- Includes: Choice of language and words, Arrangement of words, Tone of voice, facial expressions, and gestures.

3. MESSAGE:

- The content being communicated.
- Can be: Spoken or written words, Nonverbal cues (body language, facial expressions).
- Methods:
 - Face-to-face (often more effective).
 - Written (better for long or permanent information).
 - Media (radio, TV for larger audiences).

4. CHANNEL:

- The medium through which the message is sent.
- Targets one or more of the receiver's senses.
- Must be appropriate and help clarify the message.
- Examples: speaking, writing, visuals, touch, media.

5. RECEIVER (Decoder):

- The person who receives and interprets the message.
- Listens, observes, and attends to verbal and nonverbal cues.
- Decoding involves: Using personal knowledge and experience, Interpreting the message based on context.
- Communication is effective when the receiver understands the sender's intent.
- Misunderstanding may occur due to differences in knowledge, experience, or culture.

6. FEEDBACK:

- The receiver's response to the message.
- Can be verbal (spoken) or nonverbal (nods, facial expressions).
- Indicates whether the message was understood.
- Completes the communication loop.



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

COMMUNICATION BARRIERS (OBSTACLES)

1. Sender Level:

1. Lacks subject knowledge
- 2) Poorly formulated message
- 3) Unclear objectives
- 4) Language not suited to receiver
- 5) Tone not adapted

2. Message Level:

1. Difficult words
- 2) Not interesting to receiver
- 3) Unrelated to objectives
- 4) Unclear or confusing content

3. Channel Level:

1. Noise
- 2) Not suitable for message
- 3) Not accessible to receiver

4. Receiver Level:

1. Indifferent to message
- 2) Cannot decode message
- 3) Cannot receive message
- 4) Poor listening conditions

5. Feedback Level:

1. Poorly prepared feedback
- 2) Limited time
- 3) Only selected people respond
- 4) Vague or unclear questions

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