

Communicating Our Way Through the Jungle of effective client care

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Courtesies

Why we're here...

Participants will learn:
Purposeful and intentional communication behaviors,

So you can:
Establish positive connections with residents,

In order to:
Increase quality care and resident satisfaction.



Skill Sets we will visit:

- **Communication Essentials**
- **Nonverbal Communication Behaviors**
- **The Art of Engaged Listening**
- **Stumbling Blocks and Building Blocks**



Activity:

Find Your People



Today's premise:

Good communication doesn't come only from the heart. To be effective, good communication must be purposeful and intentional.



Much of our human communication behavior is accidental:

Verbal—the words we choose..... **7%**

Vocal—our tone of voice as we speak..... **38%**


Visual—our facial expressions, gestures, posture, appearance..... **55%**



Communication Essential #1

Communication is inevitable, irreversible and unrepeatable.

Share a communication message you once received and have never forgotten.



Communication Essential #2

Communication is a process that seeks to reduce uncertainty.

Share an uncertainty you are living with because someone else isn't communicating.



Communication
Essential #3

Time and Power Relationships are critical elements of communication.

- 1. When have you controlled communication by controlling the TIME allowed?***
- 2. In what communication relationships do you feel you have power or feel powerless?***



Nonverbal Communication

"It's not what you said, it's how you said it."

As I guide you through all 7 exercises, try to be fully engaged as a communicator.

Share an example of when someone's nonverbal message contradicted their words.



When someone's actions and tone contradict their words, which do we believe?



What we learn from this...

- Nonverbal is *EMOTIONAL* communication.
- We *RESPOND* to nonverbal communication in an emotional way.
- Our nonverbal communication is often mostly *UNCONSCIOUS* behavior.
- We are constantly *JUDGED* on our nonverbal communication.



The Art of Engaged Listening

What makes a good listener?
Nonverbal behaviors!

Stumbling blocks:

- *Time is limited.*
- *You have duties to accomplish.*

Three Micro-skills:

- *Eye contact—the “3 count glance”*
- *Facial/vocal affirmation*
- *Paraphrase first, when possible.*

Role Play Time!



**Stumbling block
Or
Building block?**



Good communication doesn't come only from the heart. To be effective, it must be purposeful and intentional.

- **"Be warm and friendly."**
- **"Appear interested."**
- **"Be cheerful."**

"Being" vs "doing"

What do I DO to communicate warmth, friendliness and interest?



The First Encounter Protocol

- **To help residents understand your purpose and your limits.**
- **Because every communication relationship is different.**
- **What my visits will likely entail?**
- **Some things I will do that may seem odd to you.**
- **What you can expect from me—what I can and can't do.**
- **Opportunities you'll have to tell me how I'm doing.**

Role Play Time!



The Critique Protocol

Why it's important to invite criticism:

- **Automatically diminishes our critical perception**
- **A chance to express it early = less likely to express it later.**

"Pulling the teeth from the mouth of the dragon!"

Role Play Time!



An important distinction:

- *“Do you have any concerns?”*
- *“What concerns do you have?”*



Using VOCAL TONE to shape the meaning of text you cannot deviate from:

- **Volume**
- **Pacing**
- **Inflection—upward/downward**
- **Body Language**
 - **Face, head, gestures, posture**



Communication is a PROCESS.

Don't expect it to be perfect the first time.

You can add to, but never remove, a previous communication.

Keep channels open.




What can service providers do to make sure that the clients feel comfortable and feel that the provider is truly concerned and interested?

Center for Global Health Communication and Marketing (globalhealthcommunication.org)



From the Center for Global Health Communication and Marketing (globalhealthcommunication.org)

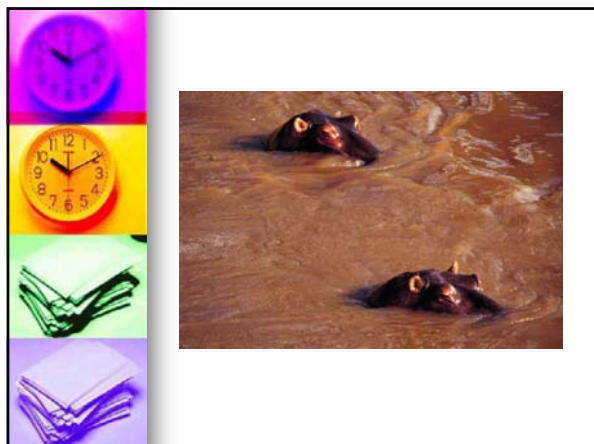
- Greet the client in a friendly way
- Be patient
- Don't interrupt, respect the client as a human being with dignity
- Smile, make eye contact;
- Don't discuss other clients
- Make encouraging remarks
- Avoid being judgmental
- Listen attentively
- Use open-ended questions
- Paraphrase and summarize statements
- Maintain privacy and confidentiality
- Take note and respond to non-verbal communication.
- Ask about feelings.
- Encourage conversation without monopolizing.



With a partner, complete this sentence:

“The biggest stumbling block to effective communication in my job might be...”

An unpleasant client.





Today's journey...

Essentials of communication

It's a process, it's irreversible, it must be intentional and purposeful.

Nonverbal elements and Engaging Listening


The Micro-skills!

The Key Protocols


"First encounter" and "Critique"

Our Hippo reminder

There is always a story below the waters we see.



Post-It Processing



On a post-it note, jot down two key "take away ideas."
