

Communication Skills

CHS 446

Communication Skills for the Healthcare Professional

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Communication Skills

Objectives

- ❖ Define and understand communication and the communication process
- ❖ Explain the importance of effective communication
- ❖ Describe the elements of the communication process
- ❖ Describe the obstacles to a successful communication

Communication Skills

What is Communication?

COMMUNICATION IS THE ART OF TRANSMITTING INFORMATION, IDEAS AND ATTITUDES FROM ONE PERSON TO ANOTHER. COMMUNICATION IS THE PROCESS OF MEANINGFUL INTERACTION AMONG HUMAN BEINGS

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Therapeutic Communication

Is a communication between a health care professional and a patient (as well as the patient's family) that aims to enhance the patient's comfort, safety, trust, or health and well-being.

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Therapeutic Communication has three main purposes

- 1. To collect healthcare information about the patient*
- 2. To provide feedback in the form of healthcare related information, education and training.*
- 3. To assess the patient's behavior and when appropriate , to modify that behavior.*

Communication Skills

The Communication Process

The Sender

The sender is an individual, group, or organization who initiates the communication. The sender's experiences, attitudes, knowledge, skill, perceptions, and culture influence the message.

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The Communication Process

Encoding the Message

The first step in the process involves encoding, which is the act of translating information, ideas or concepts into a message that recipients will, hopefully, understand. This can take several forms: words, gestures, images or even symbols.

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The Communication Process

Method of Transmission

Some type of channel is required for the message to be transmitted.

While face to face communication is perhaps still the most effective, in this digital age more and more messages are transmitted using the Internet. Ideally, the message should be transmitted via a medium most comfortable to the receiver.

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The Communication Process

Decoding the Message

After the message has been transmitted, it must be decoded by the receiver. In order for meaning to be assigned, the receiver must process or interpret the message. Successful communication takes place when the receiver correctly interprets the sender's message.

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The Communication Process

Receiver

The receiver is the person or group to which the message is directed.

According to the aforementioned essay, comprehension of the message is determined by several factors:

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The Communication Process

Receiver

- ❖ How much the individual or individuals know about the topic;
- ❖ Receptivity to the message;
- ❖ The relationship and trust that exists between sender and receiver.

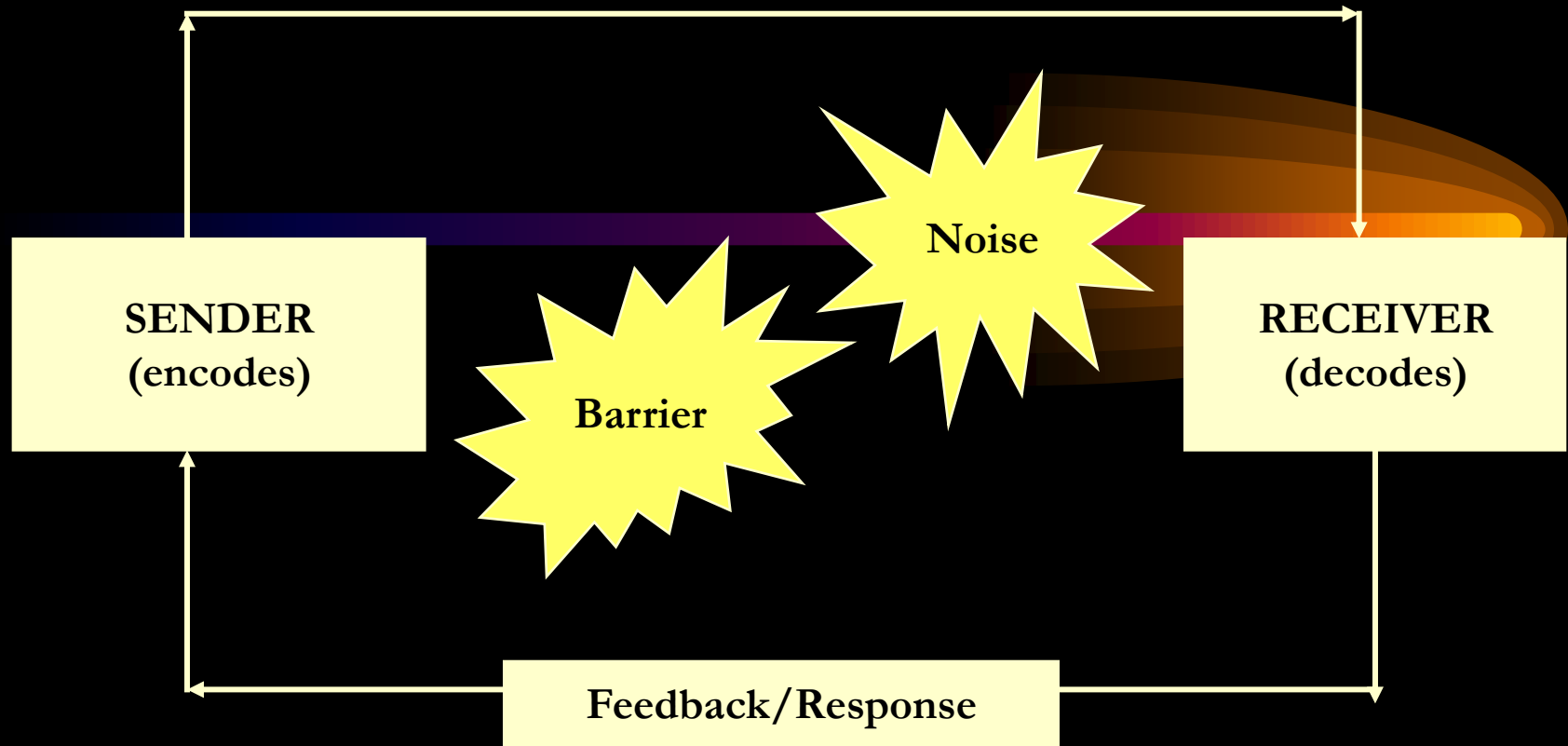
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The Communication Process

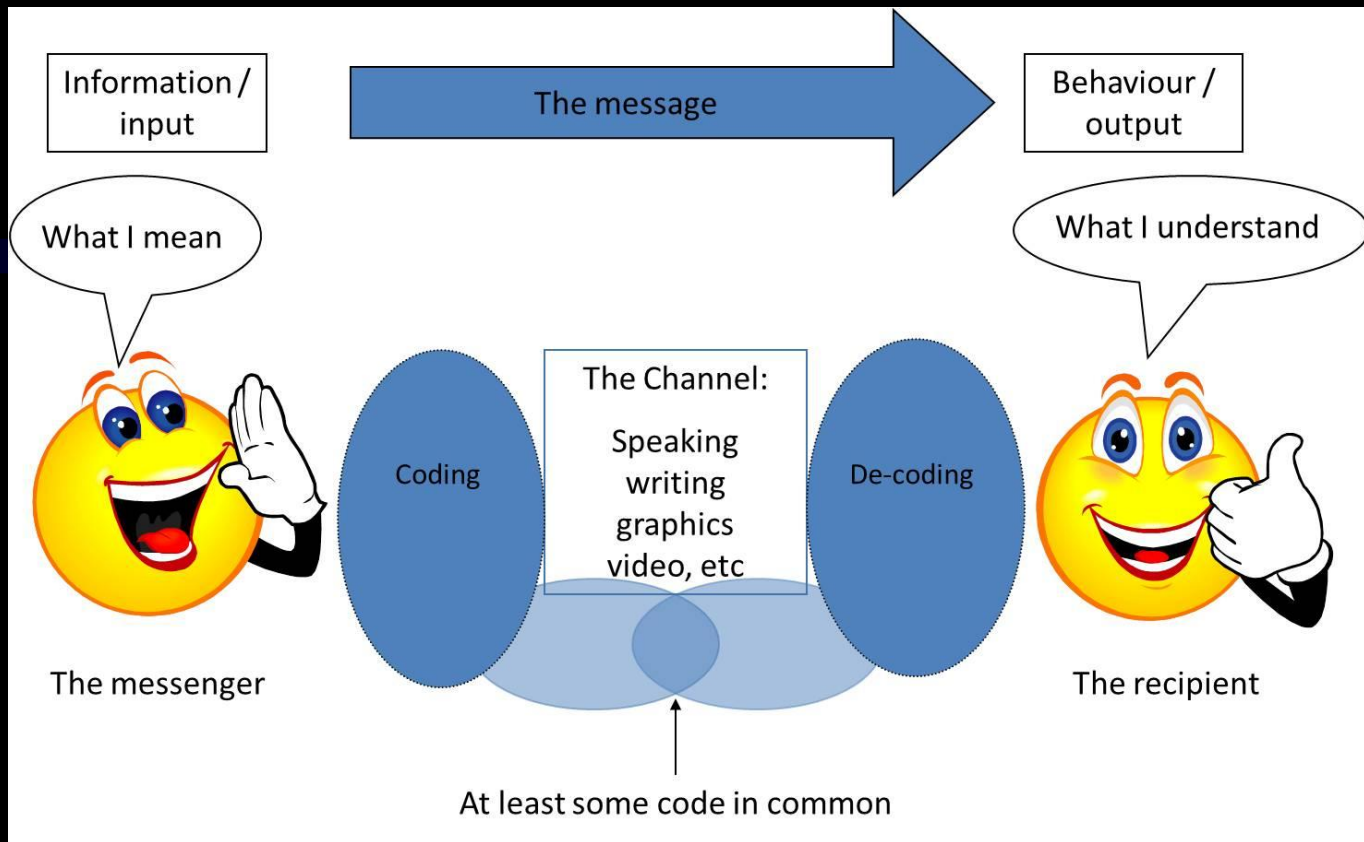
Feedback

Feedback closes the loop on the communication cycle. Following receipt and decoding of the message, the receiver signals that they understand. Apart from such feedback, the sender cannot confirm that the receiver has interpreted the message correctly.

The Communication Process



The Communication Process



Barriers to communication

- ❖ Noise
- ❖ Inappropriate medium
- ❖ Assumptions/Misconceptions
- ❖ Emotions
- ❖ Language differences
- ❖ Poor listening skills
- ❖ Distractions



Barriers to communication

❖ Noise

Anything that inhibits effective communication can be labeled as noise; Although the term at times refer to actual sound, noise does not have to literally prevent one or both from audibly hearing the other.



Barriers to communication

❖ Noise

Noise can come in many different forms. For instance:

The receiver of the message may have some sort of physical pain or discomfort that prevent them from effectively “listening”



Barriers to communication

❖ Noise

Noise can come in many different forms. For instance: The receiver of the message may be hearing or sight impaired

