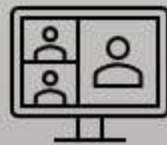


PYB007: Communication for Health Professionals

Semester 1, 2023



PYB007 Week 1

Topic(s): Introduction / Detailed Unit Outline

Lecture:

How do we create a safe space for all?

A system of offering ideas rather than the lecturer expressing a 'universal truth.'

Keeping a respectful tone regardless of whether you're arguing passionately or debating.

A willingness for discussion instead of argument

Remain human (demonstrate emotion) in our discussion and keep judgement to a minimum.

Arriving to a combined truth rather than proving someone wrong

Remember that everyone is a product of their environment and biology, so they will have different opinions and ideas as a result of that.

Plans for the semester

Consider the **principles and values of collaborative communication** – draw on these ideas to underpin our communication processes both written and verbal.

Develop micro-skills to support effective communication in health and other fields.

Consider the **role of culture** and **develop a culturally safe practice**.

Develop skills in **feedback, difficult conversations and conflict resolution**. Understand group processes – why do some groups work, and others don't?

Understand group processes – what makes some groups work and others struggle. What role can we play?

Develop our **understanding and skills in becoming reflective practitioners**.

Importance of communication

"Good communication and interpersonal skills are essential to health care delivery."

On the other hand, poor communication can cause strained relationships, break trust or lead to relationship demise.

Patient and provider satisfaction often aren't the same – providers over-estimate.

Good communication leaves the patient more satisfied

Less likely to send formal complaints

Leads to less workplace stress and burnout for the provider

Communication self-audit

When I share something with my friends, I am open and honest about what I am sharing

I am aware of what conversations are difficult for me

I feel confident in my ability to navigate difficult conversations

I welcome feedback and will often seek feedback from my peers, colleagues and friends

I am happy to let people know when I don't know or don't understand something

I am aware of how my cultural identity impacts on the way I communicate with others

I find it easy to express myself in large groups

I often feel misunderstood

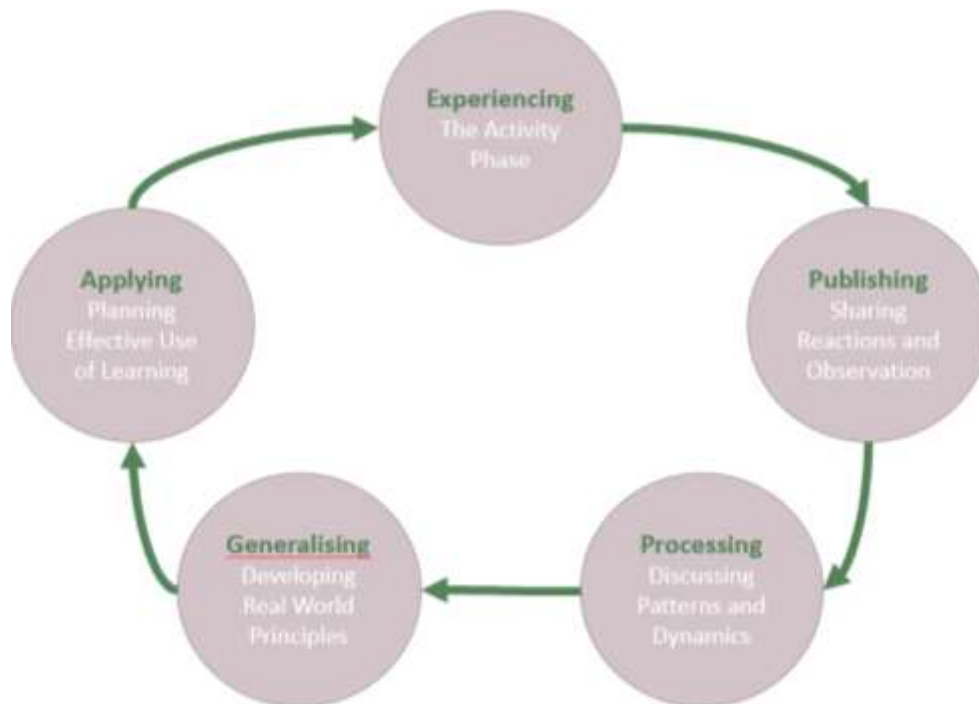
I form opinions about what others say to me
based on what I hear them saying rather
than what I think of them as a person

I find it difficult to listen to ideas with which I
don't agree with

I am happy to approach my lecturer/tutor/boss about a problem at uni/work

**“BEDSIDE MANNER = A
DOCTOR'S APPROACH OR
ATTITUDE TO A PATIENT”**

Inductive learning cycle



Listen, hear and speak respectfully

- Showing regard and consideration for worthiness of others

- Tone, posture, gestures, eye movements, surroundings

Listen, hear and speak as a learner

- Be genuinely curious

- We can always learn something from others – go in with this approach

Listen, hear and speak to understand

- Understanding is never-ending, knowledge is ever-changing

Listen, hear and speak with care

- Take time before we speak

- Provide space for all parties involved

Listen, hear and speak naturally

- Maintain your own style of communication while learning skills