

ENGAGING COMMUNICATION TECHNIQUES

Communication practices are critical factors in patient safety, quality and the overall patient experience. Nurse and Physicians must be partners with the hospital in improving communication practices that drive loyalty and higher quality.

Communication Awareness

- Be self-aware – of your style under stress
- Build rapport with team members, patients and family (AIDET)
- Introductions to self to everyone
- Returning to rooms regularly to inform patients and set expectations
- Sit while engaging in two way conversations
- Clarify team member's and patients' understandings
- Always show gratitude
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Face-to-face Communication

- Pay attention to behaviors, body language and tone of voice
 - People focus most on your body language (55%), tone of voice (38%) and less to your words (7%) when speaking face to face
- Look for patterns
- Look for accelerating problems and avoid blaming

Techniques For Healthy Two-Way Communication

Communication Skill	Script Examples
Share Facts By Explaining Your Purpose Or Intent	"I have noticed..." "I believe I saw..." "I heard you say..." "When I said ____, you responded with ____"
Share Your Understanding Of Events Or Perceptions	"I am beginning to wonder..." "I am concerned with ..." "I am starting to think/ believe..." "I am not sure what it means when you?" "Is that what is going on here?"
Ask for Other's Perceptions/ Understanding	"Help me to understand..." "How do you see it?" "Is that what is going on here?" "What did ____ say?"
Create Understanding <i>Always ask permission to give feedback</i>	"In my opinion..." "I am tempted to conclude..." "Maybe we could explore..." "I am starting to believe..." "I wonder or I am curious ..." "If you see/think differently, I would love to hear your view" "Can you share some examples or tell me what you mean?" "May I share what I noticed, observed, discovered, or provide feedback?"

Reflective Listening

- Focus on the other person
- Be present
 - Tune in to their nonverbal cues
 - Let the communication run its course
 - Don't agree or disagree and encourage the train of thought
- Be involved
 - Actively respond to questions and direction
 - Signal interest through your own nonverbal cues

Active and Reflective Listening Techniques

Type of Conversation	Purpose of conversation	Acknowledge Script Examples
Encourage conversations using noncommittal words with a positive tone of voice	To convey conversation or to keep a person talking	<p>“I have noticed (saw), observed, discovered ...”</p> <p>“I heard you say.... but your tone and posture are saying...”</p> <p>“I want to be sure I understand you, would you say a bit more about this?”</p>
Restate or clarification to emphasize the facts, ideas or concerns	To show you are listening and understand and check the person's perceptions	<p>“If I understand what correctly you want...”</p> <p>“In other words you would like...”</p> <p>“It sounds like you are telling me”</p> <p>“I understand you are asking.... is that correct?”</p>
Reflect or paraphrasing restates the person's feelings	To show you are listening, understand concerns and feelings	<p>“Let me see if I got this right your concern, is... or you are feeling/thinking (angry, worried, frustrated) about...”</p> <p>“I heard you say Is this accurate? Did I get this right?”</p>
Summarize by restating major ideas, concerns, or feelings	To pull important ideas, facts, or concerns or to review their understanding of the discussion	<p>“Let me see, these seem to be the key ideas, concerns, feelings etc...”</p> <p>“If I understand you, you feel ...”</p> <p>“I have given you a lot of information today. Would you mind telling me what you understand about (illness, condition, event, etc.)?”</p>