



MD HEALTH

PROFESSIONALISM & COMMUNICATION SKILLS

17 July 2023 | 1 PM





PURPOSE

This workshop aims to enhance professionalism, communication skills, and relationship-building with clients and colleagues. By focusing on effective communication techniques, active listening and professional boundary management, participants will be better equipped to navigate workplace challenges, deliver quality care, and maintain ethical relationships.





AGENDA

- Effective verbal and non-verbal communication techniques
- Active listening skills
 - 4R's model
- Understanding and maintaining professional boundaries

Reminders...





EFFECTIVE COMMUNICATION





OPEN DISCUSSION

- Why is it important for us to pay attention to how we communicate?
- What is the impact of effective communication on patient outcomes?
Any examples?
- What is the impact of poor communication on patient outcomes?
Any examples?
- What do we mean by effective communication?

VERBAL COMMUNICATION CHECKLIST

VERBAL COMMUNICATION TECHNIQUES	ALWAYS	SOMETIMES	NEVER
Use clear and concise language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speak in active voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use empathetic and respectful language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen actively and attentively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seek clarification when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use positive language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapt communication style to the audience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give constructive feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use appropriate volume and pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Articulate thoughts and ideas clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NON-VERBAL COMMUNICATION CHECKLIST

NON-VERBAL COMMUNICATION TECHNIQUES	ALWAYS	SOMETIMES	NEVER
Maintain open body posture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make appropriate eye contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display facial expressions that match the tone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use non-verbal cues to show active listening (e.g., nodding)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain appropriate personal space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoid defensive or closed-off body language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smile and use appropriate gestures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control tone and inflection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lean slightly forward to show interest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use appropriate touch, if necessary and consented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



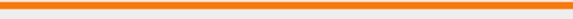
Q&A

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ACTIVE LISTENING





"...most people listen with the intent to reply, not to understand."

"You listen to yourself as you prepare in your mind what you are going to say, the questions you are going to ask, etc."

"You filter everything you hear through your life experiences, your frame of reference."

"And consequently, you decide prematurely what the other person means before he/she finishes communicating."

"Listening takes time, but it doesn't take anywhere near as much time as it takes to back up and correct misunderstandings"

"Seek first to understand, then to be understood.."

*- Steven Covey,
7 Habits of Highly Effective People*



HOW DO WE LISTEN?

- Direct / Fix
- Pass Judgement
- One-Up
- Interrogate
- Understand





ACTIVE LISTENING

Receive

- Eye contact
- Open body language
- Verbal and non-verbal cues
- Close/remove distractions



Restate

- Paraphrase and summarise
- Demonstrate understanding
- "So what I'm hearing is..."*
- Consider content as well as feelings



Respond

- Advice
- Solve
- Direct



Reflect

- Take a curious and open approach
- "You've mentioned X, Y, and Z. I'd first like to ask you about Y. Is that okay?"*
- Show empathy
- Ask questions and allow the other person to respond



REFLECTION IN PAIRS

What do I do well when it comes to Active Listening?

Empty grey rectangular box for reflection.

What can I improve on based on the 4R's model?

Empty grey rectangular box for reflection.



Q&A

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UNDERSTANDING AND MAINTAINING PROFESSIONAL BOUNDARIES





OPEN DISCUSSION

- Why are professional boundaries important?
- Who do we need to have professional boundaries with?
- What happens when we don't have professional boundaries?



TYPES OF BOUNDARIES

- **Physical Boundaries** - appropriate physical distance and touch
- **Emotional Boundaries** - managing and separating personal emotions from professional interactions; for e.g., taking things personally
- **Confidentiality and Privacy** - adhere to legal and ethical obligations regarding the handling and sharing of client information
- **Dual Relationships** - e.g., both a therapist and a friend or a family member. Consider conflicts of interest or situations that compromise professional objectivity



TYPES OF BOUNDARIES

- **Social Media / Online** - mindful of content, connection requests, professional brand
- **Gift-Giving and Financial Boundaries** - mindful to avoid conflicts of interest, unethical behaviour
- **Time and Availability** - after hours contact with clients, managing and protecting your personal time
- **Self-Disclosure** - be cautious about sharing personal information or experiences that are unrelated to the therapeutic or professional context



REFLECTION IN PAIRS

How do I maintain professional boundaries?

Empty grey rectangular box for reflection.

Where can I improve the way that I maintain professional boundaries?

Empty grey rectangular box for reflection.



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Key Takeaways



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