Communication

- Interpersonal Communication – the mechanism to establish, maintain, improve human contact

Meaning

- Influenced by:
  - Perception
  - Values
  - Roles
  - Culture/subculture
  - Experiences
  - Communication
Perception

- Based on one’s experience of
  - Sensing
  - Interpreting
  - Comprehending

Values

- Differ from:
  - Culture to culture
  - Group to group
  - Individual to individual

Concepts of Understanding

- Denotative meaning
- Connotative meaning
- Private meaning
- Shared meaning
Nonverbal Communication

- Mechanism to communicate using:
  - Gestures
  - Body movement
  - Facial expressions
  - Posture
  - Space

Nonverbal Communication - continued

- Facial expressions
- Body movement
- Hand gestures
- Pitch
- Rate
- Volume

Click here to view a video interview with Josh
Nonverbal Communication - continued

- Use of space
- Use of touch
- Use of cultural artifacts

Nonverbal Communication - continued

- Used to:
  - Repeat
  - Contradict
  - Add or modify
  - Accent or emphasize
  - Regulate
  - Substitute

Symbolic Interactionist Model

- Transactional process
- Five phases:
  - Input
  - Covert rehearsal
  - Message generation
  - Environmental event
  - Goal response
Neurobiology

- Information flows from cell to cell.
- Electrical chemical charges

Therapeutic Communication Theory

- Occurs in different settings
- Influenced by perception
- Meaning is exchanged.
- Feedback is essential

Behavioral Effects & Human Communication

- Communication = Interaction
- Occurs on two levels
- Interchanges are symmetric or complementary.
- Communication can be disturbed.
Communication Disturbances

- Disqualifications
- Disconfirming
- Runaways

---

Neurolinguistic Programming

- Sensory modalities:
  - Auditory
  - Visual
  - Kinesthetic

---

Therapeutic Relationships

- Purpose to initiate, build, & maintain trusting relationships
Facilitating Intimacy

- Requires:
  - Empathy
  - Respect
  - Genuineness
  - Immediacy
  - Warmth

Therapeutic Empathizing

- Four phases:
  - Identification
  - Incorporation
  - Reverberation
  - Detachment

Mindful Listening

- Paying attention
- Remaining nonjudgmental
- Comprehending the message
Blocks to Mindful Listening

- Rehearsing
- Centering on “self”
- Assuming
- Judging client
- Identifying with client
- Getting off track
- Filtering

Skills

- Using silence
- Reflecting
- Imparting information
- Clarifying
- Paraphrasing
- Checking perceptions
- Questioning

Skills - continued

- Structuring
- Pinpointing
- Linking
- Giving feedback
- Confronting
- Summarizing
- Processing
Therapeutic Communication: Common Mistakes

- Giving advice
- Minimizing feelings
- Deflecting
- Interrogating
- Sparring

Cultural Sensitivity

- Select your words carefully.
- Speak clearly and directly.
- Use gestures cautiously.
- Listen and observe the client.
- Use open-ended questions.
- Use qualified interpreter.

Resources

  This site for the Healthy People 2010 Health Information Access Project explains the attributes of effective health communication and the crucial role of communication in health promotion and disease prevention.
- http://www.jointcommission.org/PatientSafety/NationalPatientSafetyGoals
  The Joint Commission’s 2008 National Patient Safety Goals address communication. This site spells out the safety goal, emphasizing the role of communication throughout the health care environment.
## Resources - continued


The website for the Museum of Human Language provides operational definitions and explanations of the various functions relative to aspects of language.