



Interpersonal Communication Skills

For Doctors

14th and 15th September 2010

Workshop

Coordinated by



Indian Institute of Mass Communication

In collaboration with



World Health Organization



Ministry of Health and Family Welfare

About the Workshop

IIMC in collaboration with Directorate of Health Services and Emergency Medical Relief provided an opportunity to medical professionals to sharpen core communication skills through this training. Medical professionals are the best communicators, are trusted and have higher credibility in the popular perception. This workshop showcased Interpersonal Communication Skills (IPC) and strategies for improving interpersonal relationships for more effective and delivery of quality health services to Games fraternity.

Objective of the Workshop: To sensitize doctors about core IPC competencies in providing effective and quality **health services for CWG 2010**.

Specific Objectives of the Workshop are to

1. Identify salient aspects of Communication Behavior which can affect doctors professionally and personally.
2. Describe core IPC skills (Verbal and Non-Verbal) which can be used effectively in diagnosis and treatment protocol to ensure better health and well-being.
3. Discuss scope of using effective IPC skills in overcoming socio-cultural barriers (gender, cultural, ethnicity, language).

Session Objectives and Expected Outcome

1. Session I: Inauguration of the Workshop

2. Session II: Looking at Self in the Mirror

The objective of the session was to provide an opportunity to undertake self-analysis and identify factors that could improve and bridge the communication gap. The session explored self analysis of personality: perception, attitude and behavior. Understanding of these dimensions could help in managing positive change in attitudes and behaviors for improved relationships.

3. Session III: Understanding Core Communication Skills

The objective of the session **was** to identify verbal and non-verbal dimensions of good human communication and **discussed** the efficacy of IPC broadly and in health settings specifically.

4. Session IV: Strategic Communication skills for Effective Interpersonal Relationships

The objective **was** to demonstrate effective core communication skills comprising of Effective Speaking, Active listening, Paraphrasing-Summarizing, Empathy and Appreciation and Recognition when dealing with patients and their families. The session **explored** the role of these strategic communication skills and their impact on patients' health and well-being.

5. Session V: Gender, Inter-Cultural and Inter-Generational Challenges in communication

The objective **was** to demonstrate use of effective language, cultivation of gender sensitivity and age-determined perception and appreciation of social-cultural context of our communication. The session oriented participants about use of IPC skills in sharpening sensitivities and sensibilities to deal with sporting personnel of different countries and cultures.

6. Session VI: Use of IPC in improving Doctor-Patient relationship

The objective of the session **was** to identify important negotiating skills in managing challenging situations when dealing with patients, their families or team members. The session provided an opportunity to assess use of Body language including Para language effectively in overcoming challenges of communicating with others. Improved Verbal and Non-verbal language can be effectively used to dispel anxiety and distress in managing health situations.

Expected Outcome

The participants **were** able to utilize and practice the core communications skills learned in the workshop in the practical situation for athletes, officials, volunteers and other participants during the Common Wealth Games.

Evaluation Procedure

The workshop **conducted Pre/Post** Evaluation to assess participants' knowledge, attitude and skills about effective use of communication skills when dealing with patients, their families and team members. At the end of the workshop post-evaluation test provided an understanding of improvement in competency in core communication skills.

Methodology

- Experience Sharing
- Games
- Participatory activities
- Use of film clips
- Role Play and Interaction