



## Mid North Coast Rural Palliative Care Project – Link Nurse Education 2005

# Communication challenges

Karen Dell

# What is communication?

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- A clinical skill that is more easily demonstrated than described
- Best learned in front of a mirror. We call this feedback!!



# Why feedback?

- The contrast between the intended result and the actual result provides impetus for change
- Feedback presents information - not judgement
- Feedback is neutral - using verbs and nouns

# Setting Goals

- It could be argued that the goal of clinical training is expertise in the care of patients
- What is your communication goal?

# Sharing Secret Business

- What professional boundaries exist around communication?
- Whose job is it anyway??
- Am I taking on too much???



# The romance of 'Counselling'

- Counselling is a broad term covering many different things
- Therapeutic change - changing behaviours, feelings etc
- Supportive
- Crisis Intervention Theory

# Counselling and Communication are not the same thing!!

- Both involve good speaking and listening habits
- Feedback helps both...
- This is not a counselling course.

# Feedback Guidelines

- Feedback is an informed, non-evaluative, objective appraisal of performance intended to improve clinical skills.
- It is not an estimate of a person's worth
- When feedback fails it is usually because it led to anger, defensiveness or embarrassment

## Feedback works best when..

- The teacher and trainee work as allies with common goals
- It is well timed and expected
- Based on 1st hand data
- It is regulated in quantity & limited to behaviours that are changeable
- Phrased in descriptive, non judgemental language

## Good feedback cont'd

- Deals with specific performances, not generalisations
- Includes flagged subjective data
- Deals with decisions and actions rather than assumed intentions or interpretations

# Practice makes perfect (almost)

- Feedback is necessary if we are to learn
- After a bit of practice and planning it is not as difficult as one might think
  
- **GOODLUCK!!**

# The communication toolkit

- Open questions “Tell me about..”
- Reflective listening “You sound”
- Flagging information “Some, Many, Most”
- Body language
- time and timing
- externalising techniques

## More tricks of the trade

- Problem solving techniques- prose and cons, listing questions
- Graded Exposure - “imagine if...”
- Can openers...”That may or may not be so”

# Beware

- The accidental social worker who does not receive professional or clinical supervision
- Conflicting obligations..who is your client??
- Perfectionism
- Anxiety... it can make us do instead of be

# Role Play time....



The screenshot shows a software interface for a role-play activity. At the top, three cartoon characters are seated at a dining table in a room with a chandelier and a framed picture. The character on the left is a police officer, the middle one is a man wearing a crown, and the one on the right is a woman in a large blue hat. To the right of the scene is a control panel with buttons labeled 'Setup', 'Character', and 'Theater', along with icons for play, volume, and a lightbulb. Below the scene is a character selection area with a dropdown menu set to 'Tiffanie' and another set to 'Artist Making Money' with 'panicked' selected. A row of five small character icons is visible, with the first one highlighted. A red arrow points to the right. Below this is a text box containing the following text:

**Eating at Home**

**SCENE:** Tiffanie, Charlotte, and Larry are in the dining room.

**LARRY:** Tiffany, why is that police officer here?

**CHARLOTTE:** You mean me?

**TIFFANIE:**