

Therapeutic Communication

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Objectives :

By the end of the session the student will be able to :

- *Aware of self by Communicate with your self .*
- Define the communication .
- Explain the communication process .
- State factors affecting communication process .




➤ Use talking and non talking therapeutic techniques .





Contents :


- Self awareness(definition , goal, how to be self aware)
- Definition of communication .
- Clients Rights .
- The communication process .
- Goals of therapeutic communication.
- Qualities of a Good communicator .

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- Types of communication
 - Communication skills and techniques .
 - Tools for effective communication .
 - Factors effecting communication .
 - Characteristics of successful communication .



Introduction :

Establishing a therapeutic relationship is one of the most important responsibility of the team when working with client .

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- The development of **self-awareness** will enhance the objectivity and foster a nonjudgmental attitude, which is so important **in building and maintaining** trust throughout the **relationship**



Self awareness



Self-awareness is the process of understanding one's own beliefs, thoughts, motivations, and limitations and recognizing how they affect others



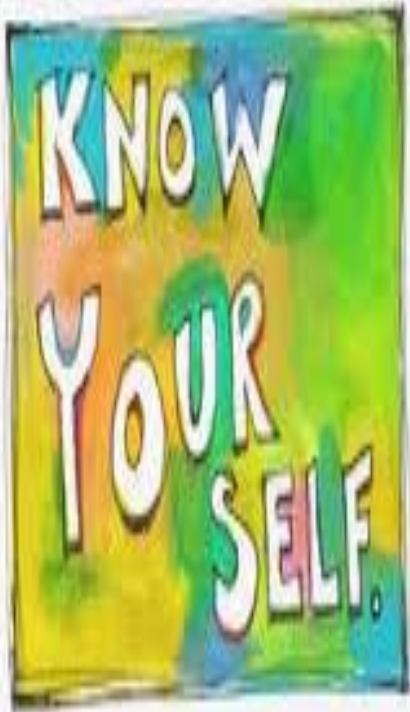
Goals of Self awareness

- ▣ It allows an individual to interact with others **comfortably**, to **accept the difference** in others and to observe each person's right to respect and dignity
- ▣ Self awareness allows you to observe, pay attention to, and understand the **subtle responses and reactions** of clients when interacting with them
- ▣ To improve performance
- ▣ To manage yourself
 - Set appropriate goals, manage stress



- ▣ To understand differences between you and others
 - Understand why others react to you the way they do
 - Adapt your communication to others' needs
 - Develop interpersonal skills

How to Become Self Aware??



- **Self examination**: to examine personal beliefs, attitudes, and motivations
- **Self-Confidence**
 - A strong sense of one's self-worth and capabilities
- **Accurate Self-Assessment**
 - Knowing one's strengths and limits
- **Emotional Self-Awareness**
 - Recognizing one's emotion
 - **Feedback**
 - **Taking feedback from your supervisors ,friends, family and your self**

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Communicating With Yourself



Positive self-talk: Saying positive thoughts aloud; thinking, saying and hearing positive statements about yourself



Negative self-talk: Self-destructive. Your self-image is lowered by your own criticism.

Emotional Intelligence component?

**Personal
Competence**

**Social
Competence**

Awareness

Self-Awareness

Knowing one's internal states,
preferences, resources, and
intuitions

Social Awareness

Awareness of others
feelings, needs or concerns

Actions

Self-Management

Managing one's internal
states, impulses, and
resources

Relationship Management

Adeptness at inducing
desirable responses in
others

Art of Communication

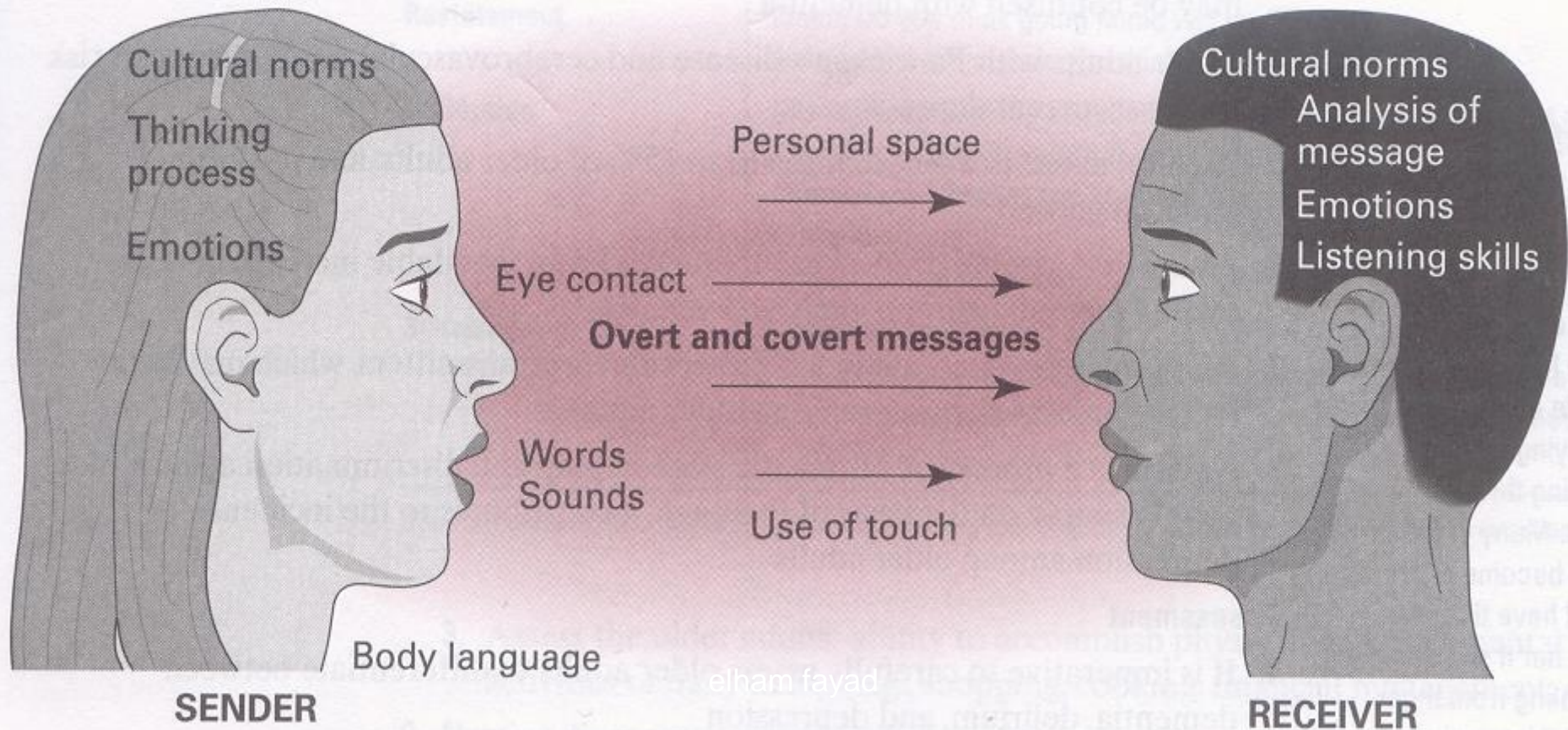


Definition of communication :

Is the art of transferring or exchanging information ideas or thoughts easily and correctly through verbal or non-verbal language .

The Communication process:

The communication process could be defined as a sending-receiving process .



Clients Rights:



- Dignity .
- Information .
- Choice .
- Privacy .
- Confidentiality .
- Continuity of care .
- Opinion .



Goals of therapeutic communication :

- Establishing a therapeutic provider-client relationship .
- Identify client's concerns and problem .
- Assess client's perception of the problem .
- Recognize client's needs.
- Guide client towards a satisfying and socially acceptable solution .



The Qualities of a Good communicator :

- Respect and empathy for the client .
- Good communication skills .
- Tolerance of values and beliefs different from one's own .
- Unbiased attitudes .
- Patience .
- Awareness of gender issues.



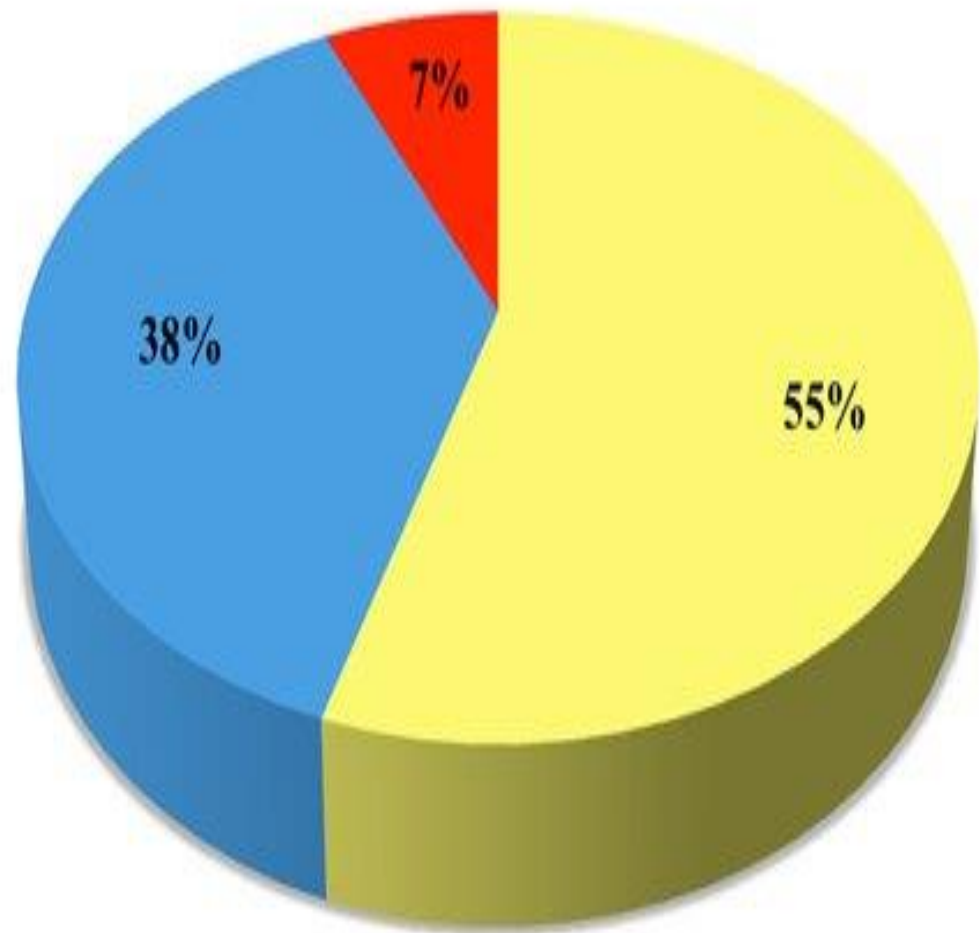
Types of communication :

1- Non-verbal communication

Is what is observed and send .

*** Is often more important than verbal communication it includes:**

1. Paralanguage : (tone of voice , stream of talk).
2. Kinesis : (all body languages and facial movement).
3. Proxemies : (the distance between the sender and the receiver).
4. Touch .
5. Cultural arte facts : (the way a person dressed , make up) .



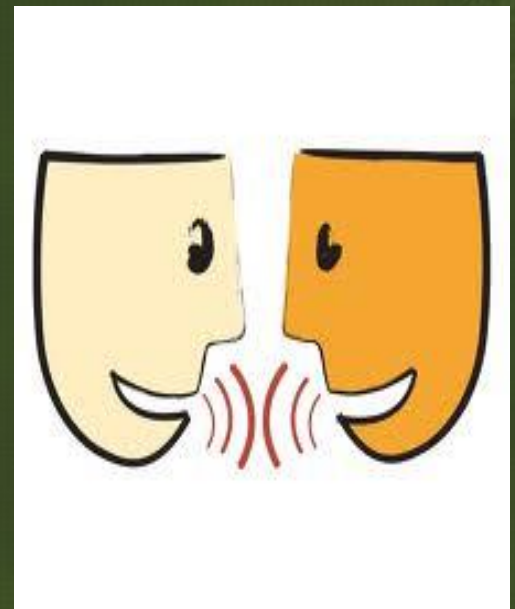
■ Nonverbal ■ Tone ■ Words

2- Verbal communication:

Is what is said and heard .

***It is the content of communication :**

- Use an appropriate tone of voice .
- Give verbal encouragement .
- Ask questions .
- Paraphrase .
- Seek clarification.



Communication techniques and skills

:

1-Talking Techniques :

- Questioning and general leads .
- Make broad opening statements .
- Paraphrase , reward or summarize what has been said .
- Reflect feelings .
- Re-state or repeat the client's statement .
- Clarify .
- Focus and re-focus .



2Non talking techniques :

- Feed back .
- Active listening .
 - Focus .
 - Reflect .
 - Drawing out .
 - Acceptance .
- Silence .





Tools for Effective communication:

Communication skills :

- Effective of verbal and non-verbal communication .
- Active listening .
- Questioning .
- Use of simple language .
- Reflecting feelings .
- Paraphrasing .
- Silence .



Active listening:

- S** – *Sit facing the client*
- O** – *Open Posture*
- L** – *Lean forward towards client*
- E** – *Establish eye contact*
- R** – *Relax!!*

Proxemics

The distances between two or more individuals.



Intimate

- **2 fists away from your body**
- People, emotionally close to you, are allowed to enter this zone

Personal

- **1 handshake away**
- The distance you would stand during friendly gatherings

Social

- **About 2 arm lengths away**
- The distance you'd stand with people you don't know well

Public

- **Over 3.6 m away**
- The distance you feel comfortable when addressing a big group



Characteristics of a successful communication :

Communication is successful when the person has a feeling of being understood .

This feeling is the result of and dependent upon the presence of 4 characteristics :

- 1. Honesty .**
- 2. Appropriateness .**
- 3. Efficiency .**
- 4. flexibility .**



Thank you

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