

Patients' Parliament Outreach and Inreach work



First Impressions

- Everyone in a new situation and relationship will form a first impression **within the first four minutes**
- Only 7% of that impression will be based on the actual words spoken
- 93% will be based on non-verbal factors
 - 55% based on clothing and appearance
 - 38% on body language

Body Language

- Posture
- Facial Expression
- Movements
- Eyes

Communication...the basics!

- In any communication there is always a Sender and a Receiver
- The Receiver puts his/her own understanding and interpretation on the message from the Sender
- A response is triggered

Back to Back Exercise

- 'A' will have an image which they will not show to 'B'.
- 'B' will have a blank piece of paper
- 'A' and 'B' will sit back to back
- 'A' will use descriptive words, and instructions to enable 'B' to draw the same image, without
 - ✓ saying what the image is; or
 - ✓ saying its name,

What was the Point in that?

No matter how good we think we are at listening or giving instructions, communication is a two way process and messages become distorted.

Actively Listening

- What does this mean to you?
- How do *you* know if someone is listening to you?

Barriers to communication

In small groups we are going to look at reasons for incorrect reception or interpretation of messages. These barriers to communication should be grouped under the following 3 types:

- 1) Physical barriers to communication
- 2) Psychological barriers
- 3) Barriers related to speech

Physical Barriers....

- Hearing impairment
- Speech impairment
- Appearance
- Seating
- Shuffling papers
- Drink/drugs
- Body language
- Low IQ
- Table
- Gender
- Noise(s)
- Illiteracy
- Age (old or young)
- Fidgeting
- Strangers

Psychological Barriers....

- Body language
- Shyness
- Low self esteem
- Religious issues
- Guilt
- Nervousness
- Disinterest
- Patronising attitude
- Staring
- Shame
- Fear/worry
- Anger
- Indifference
- Culture
- Silence
- Jumping to conclusions

Issues related to Speech

- Dialect
- Long sentences
- Leading statements
- Closed questions
- English not first language
- Interpreter (lack of)
- Interpreter (bias)
- Insensitivity
- Accent
- Tone
- Slang
- Repetition
- Long words
- Jargon
- Not appropriate to age