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

Communication challenges

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What is communication?

- 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 you 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....

