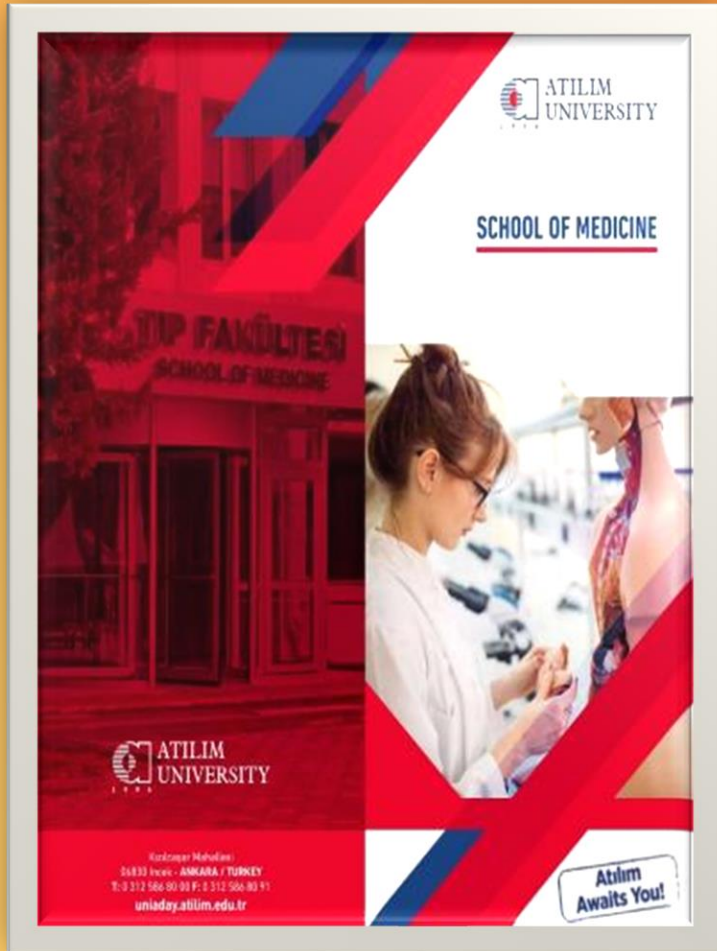


WELCOME

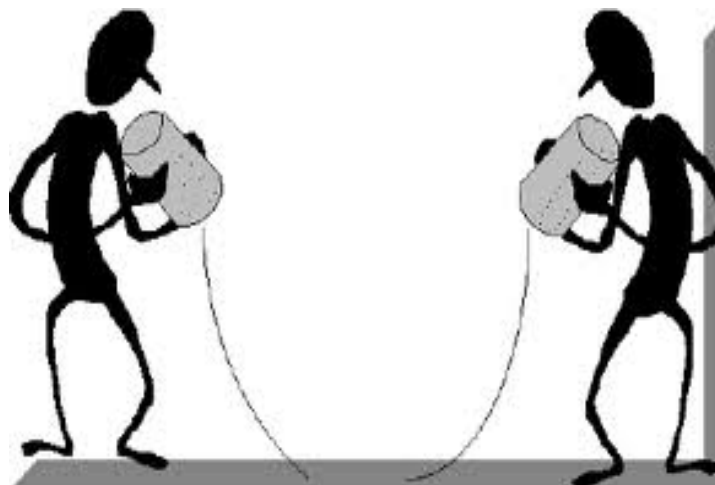


Communication Skills, Importance & Functions

Prof. Dr. Ahmet SALTİK MD, BSc, LLM

*Atilim Univ. School of Medicine Dept. of Public Health
Physician, Lawman-Expert in Health Law, Political Scientist*

MED 102, Phase 1, 12.02.2024, Ankara / TURKIYE



2.Session

Targets :

- To explain the place and importance of «*active listening*» in communication.
- *Making the distinction between “You & I (me) language”*
- Expressing the “I (me) language” correctly.
- *Perceiving the difference that "I (me) language" will create in *effective communication**
- Explain the characteristics that *effective feedback* should have.

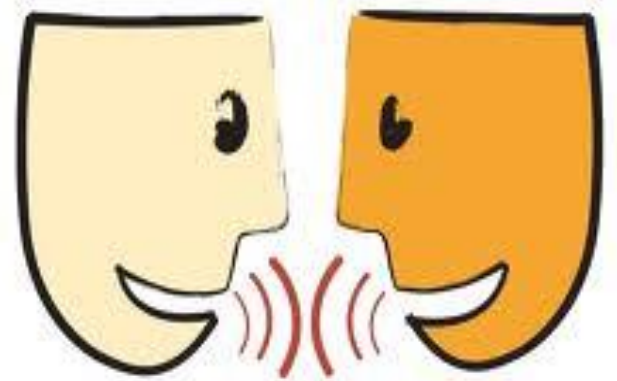
2.Session

Purpose :

- This course aims
 - to give students basic concepts of communication
 - and to make a few practices in the classroom
- The students will improve their basic interpersonal communication skills such as with their family, friends, faculty and environment.
- At the end of 1st session, the students will have;
- *Understood the importance of **effective communication**,*
- *Recognized **communication barriers** (roadblocks),*
- *Would become aware of the communication barriers they frequently use.*

2nd Session..

- **Sharing experience**
(communication barriers)
- **active listening**
(the problem is other party's)
- **Listening mistakes**
- **I / Me tongue** *(problem is with me)*
- **Downshift** *(in communication)*
- **Effective feedback**
- **Evaluation**



Why is a course on communication skills is necessary?

- ❖ Health professionals are not likely to make use of **interpersonal communication skills** unless they first change their conception of the kind of relationship they want with patients.
- ❖ ***Basic communication skills will be your keys for not only doctor-patient relationship, for also your interpersonal dialogues in daily life, in school, at work...***

Group rules

- ☐ Pay respect for each other
- ☐ *Respect each other's ideas*
- ☐ All group members should do an equal amount of work
- ☐ ***Your group should have a common understanding of goals that need to***
- ☐ Be open to compromise
- ☐ *Effective communication*
- ☐ Time management
- ☐ *Be happy in the group you are in*

- 1.** Come prepared and on time.
- 2.** Respect, fellow students - critique ideas, not people
- 3.** Be an active listener; let people finish talking
- 4.** Help others AND ask for help when YOU need it.
- 5.** Do your fair share of work.



CDC: Communication is Essential for Health Equity

Health Equity Guiding Principles for Inclusive **Communication** emphasize the importance of addressing all people *inclusively and respectfully*. These principles are intended to help **public health** professionals, particularly *health communicators*, within and outside of CDC ensure their communication products and strategies adapt to the specific ***cultural, linguistic, environmental, and historical situation*** of each population or audience of focus.

COMMUNICATION STYLES

Aggressive communication



Passive Communication

Communication styles are important;

- To communicate effectively
- *To use concepts correctly*
- To evaluate & improve ourselves



Assertive
communication

Communication styles

Sometimes...

In some cases...

With some people...

PASSIVE

AGGRESSIVE

ASSERTIVE

Anyone can use these communication styles from time to time..



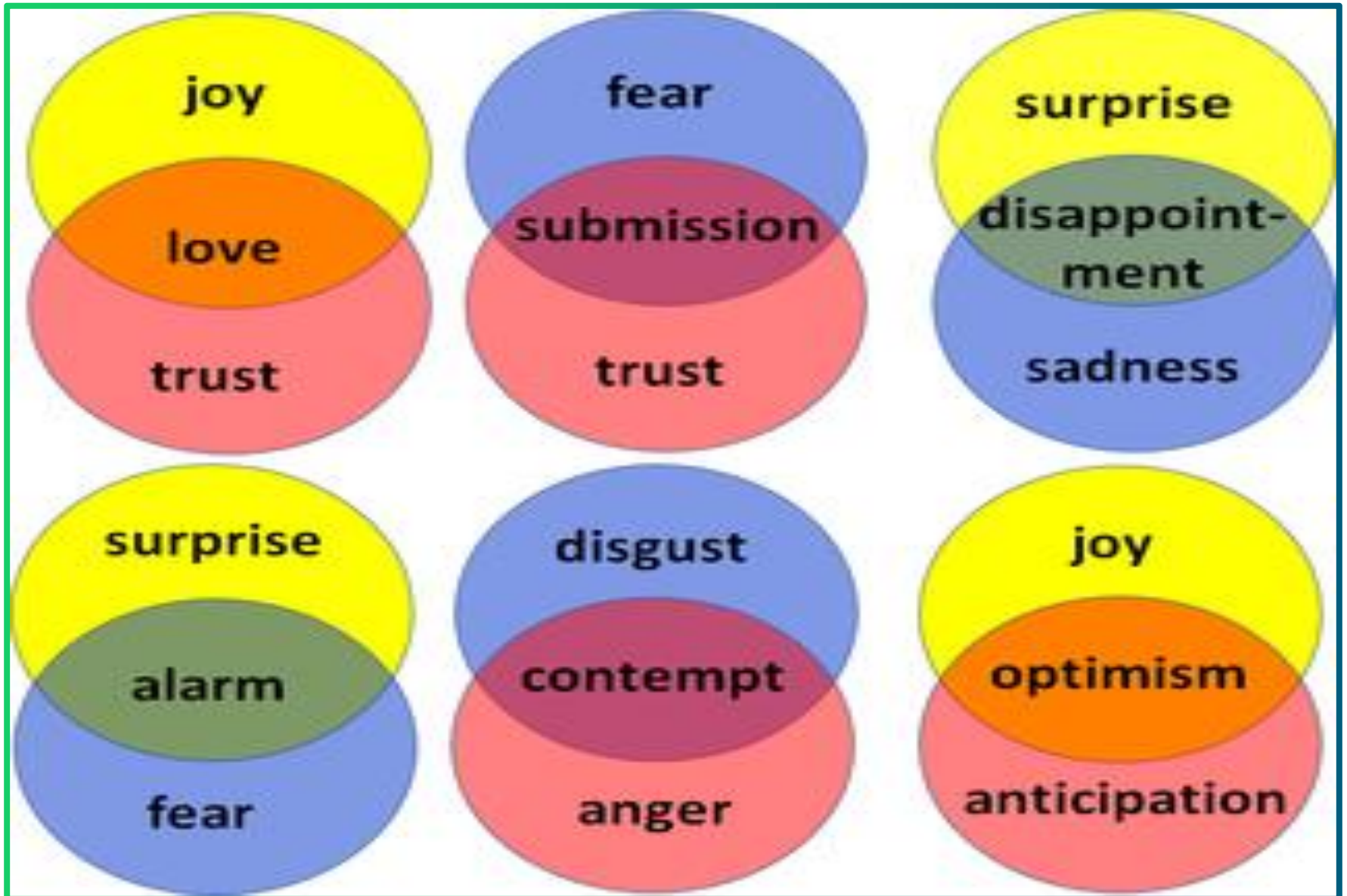
Emotions are an inescapable part of the human experience

They motivate actions and reactions, guide our interpersonal and business relationships, inspire political and societal trends, and influence our sense of self and well-being.


Emphasizing the broad practical reach of this field of study, Understanding Emotions draws from neuroscience, psychiatry, biology, genetics, the humanities, economics, and more to provide a strong foundation in core concepts.

An easy-to-follow narrative arc encompasses the entire life span, while representative studies provide immediate insight into the real-world implications of important findings.

A battery of Emotions



A list of Emotions

POSITIVE	→ NEUTRAL ←	NEGATIVE	INTENSITY
Passion, Love, Happiness, Joy, Desire, Trust, Appreciation, Admiraon, Decisiveness, Superiority, Satisfaction, Accepting, , Fidelity, Serenity, Self esteem, Forgiving, Acceptance, Freedom, Being together, Triumph, Belonging, Coping with, Overcome, Being liked, Welfare, Hoping, Lust, Intimacy, Loyalty, Successing, Liking, Love, Frenzy, Ambition, Leisure, Be enchanted	<i>Alliance, Loneliness, Greed, Missing, Bravery, Undecisivness Confusion, Chaotic, Exciting, Suspicion, Press, Digestion.</i>	Sadness, Admiration, Infidderence, Absurdity, Being hurt, Feeling pitty, Disappointment, Hsitency, Sympathy, Sıkıntı, Shying, Anger, Restlessness, Boredom, Hopelessness, Dissatisfaction, Pessimism, Loss, Fright, Disgust, Indignation, Uselessness, Sorrow, Jealausy, Depression, Insufficient, Patience, Horror, Timidity, Beiing Misunderstood, Sad, Fear, Hate, Anger, Rage, Nothingness	<div style="text-align: center;">  <p>Light</p> <p>Moderate</p> <p>Excessive, extreem</p> </div>

Types of Basic Emotions



1. Happiness



2. Sadness



3. Fear



4. Disgust



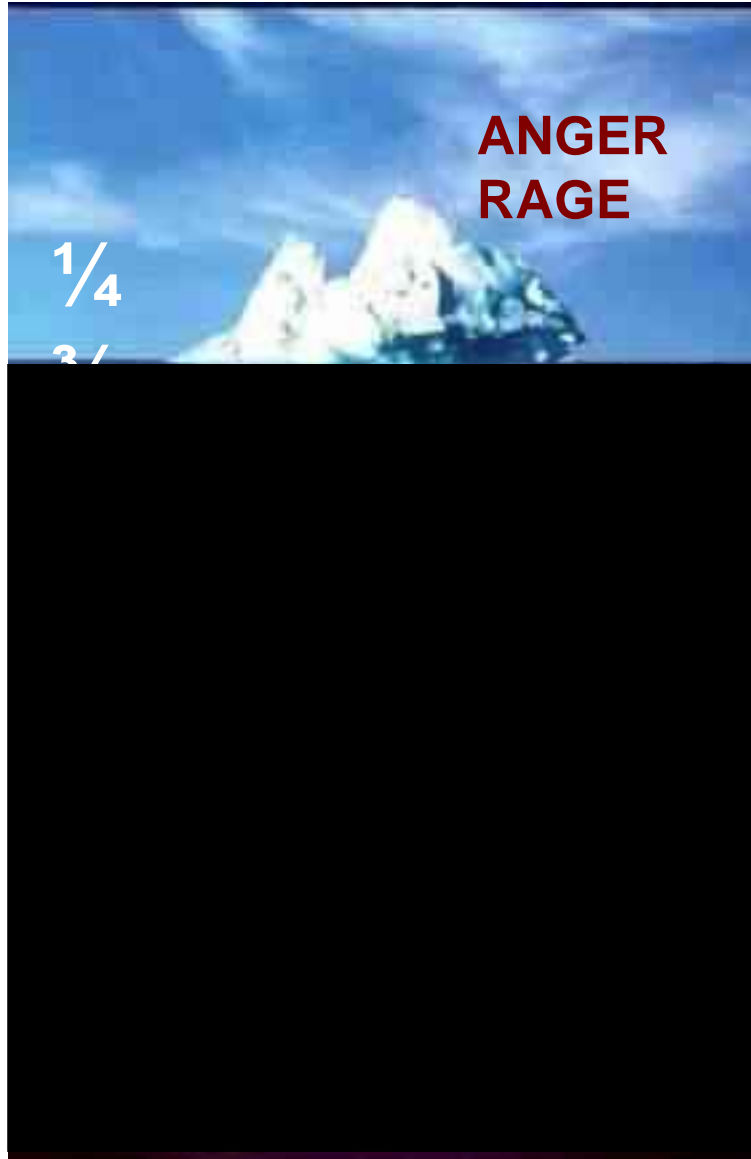
5. Anger



6. Surprise

ANGER

Secondary
Emotions



BASIC
EMOTIONS

UNDERSTANDING EMOTIONS

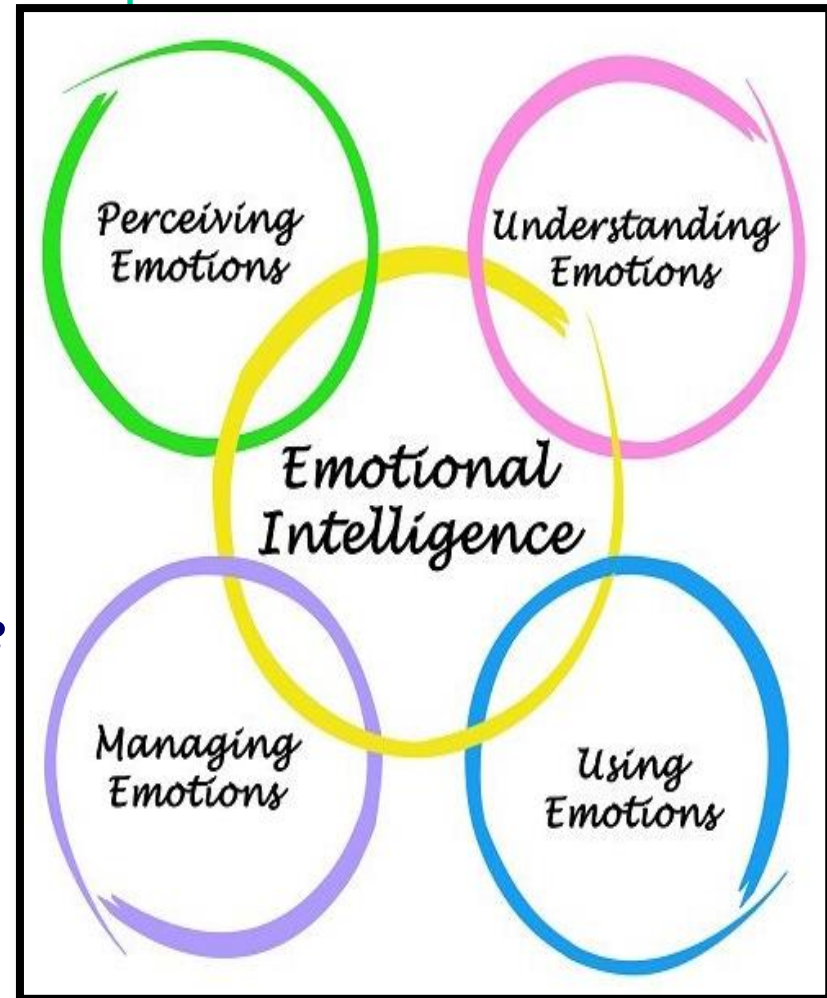
1- There are so many comments about my branch (specialty) Sensation?

2- *Even though I work harder, that teacher is in a better position than me for some reason..* Sensation?

3- **People only focus on their own problems..** Sensation?

4- *Everyone thinks they're the busiest person, and doesn't they emphasize that often?!* Sensation?

5- My days off are so limited; Should I rest or prepare new test questions?? Sensation?



Mutual exercises

- **Blind walk ..**
- ***Mirror exercise..***



Empathy = Sympathy

Empathy =
Living each other
To be whole.. ..



***Empathy is
the basis of
communication,
Spirit of the soul....***

Globalization is a mineral heart
It is to be able to weigh the Earth
with dollars, to evaluate it,
to lock it in banks.

However, it is to become earth,
to love each other, to think of
each other, to help each other,
to live each other.. (=Empathy!)



Fazıl Hüsnü DAĞLARCA *(Poet, death, 15.02.08)*

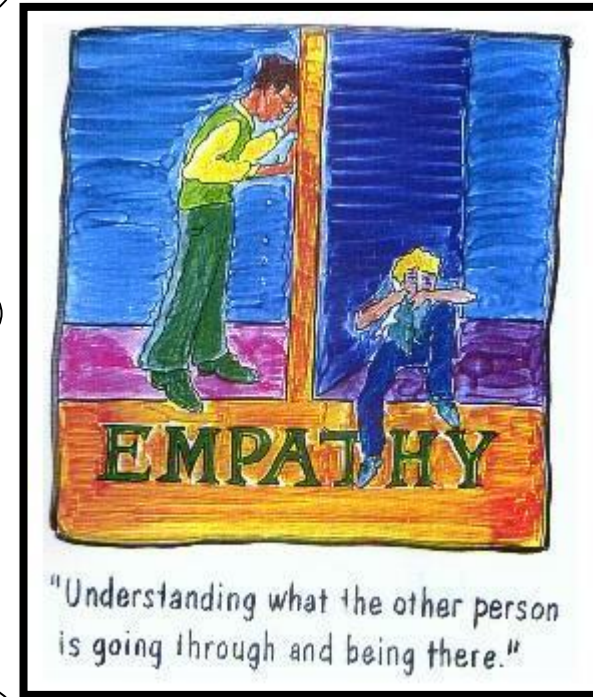
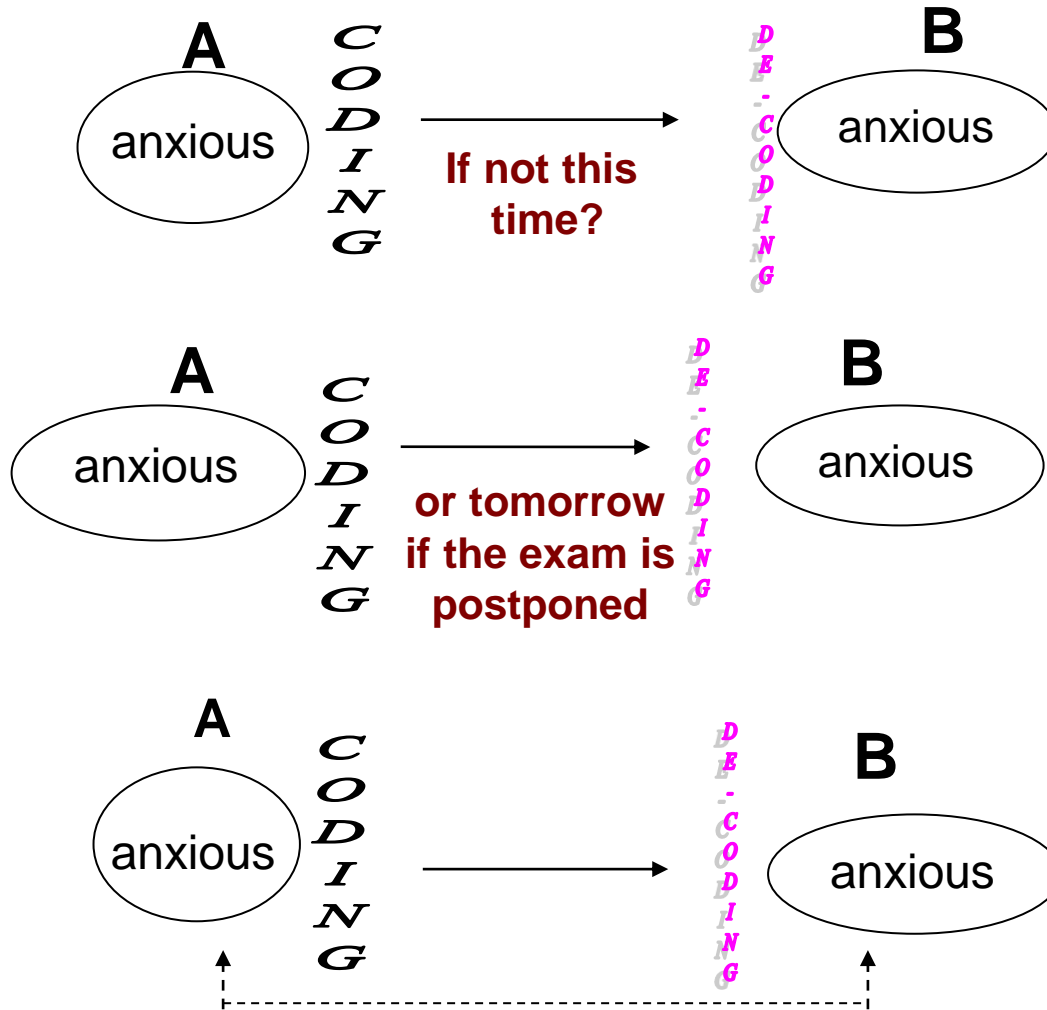
Küreselleşme madensel bir yürekdir
Yer yuvarlağını
dolarla tartabilmek, değerlendirebilmektir,
Bankalara kilitleyebilmektir.

Oysa yeryüzüleştirmektir
birbirimizi sevmemiz
Birbirimizi düşünmemiz
Birbirimizin yardımına koşmamız,
Birbirimizi yaşamamız. (=Empati!)



Fazıl Hüsnü DAĞLARCA (Öl. 15.02.08)

EMPATHY



You are worried because you do not know if there will be an exam tomorrow.

PROBLEM WINDOW

(Diagnosis)

ACCEPTABLE
BEHAVIOURS

ACCEPTANCE
LINE

UNACCEPTABLE
BEHAVIOURS

Problem is with
other party

NO PROBLEM AREA

Problem is with me



Problem is with others

1. I'm listening
2. *I'm passive*
3. I'm consultant
4. *I want helping other body*
5. I want the other party to express their feelings and relax
6. *I help the other party find a solution*
7. I accept the other party's solution, not necessary to satisfied
8. *First of all, I am concerned with the needs of the other party.*

Problem's with me

1. I'm talking
2. *I'm active*
3. I want to express, influence, make myself heard
4. *I want to help myself*
5. I want to express my feelings and relax
6. *I'm looking for a solution myself*
7. I should be happy with the solution
8. *I am primarily concerned with my own needs.*

BEHAVIOUR WINDOW

METHOD

(Diagnosis)

(Treatment)

ACCEPTABLE
BEHAVIOURS

Problem is with
other party

(I'm listening)
I'm actively listening

NO PROBLEM AREA

Training
Support
Incenting
Suggestions

ACCEPTANCE
LINE

UNACCEPTABLE
BEHAVIOURS

Problem is with me

I'm talking

10
minutes



The purpose of active listening

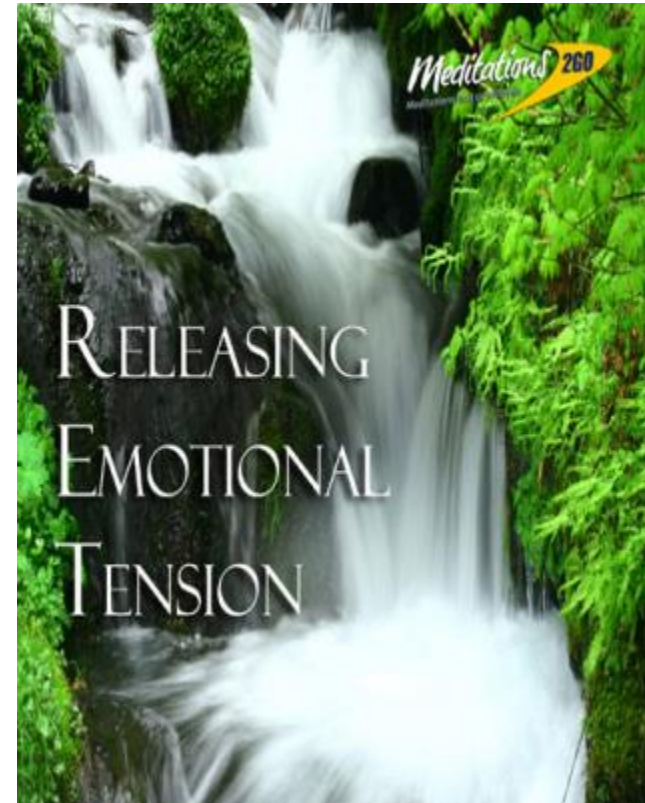
- Let the other person; think that you are listening to her/him.
- Let her know you heard right

- For this; - **Listen**

- **Be mirror**

– **Effects:**

Emotional tension of the person decreases, she/he relaxes..



STEPS of EFFECTIVE LISTENING

- 1- Yes yes, OK OK..
- 2- Silence
- 3- CONTENT REFLECTION

» *You don't want to solve these tests.*

4- EMOTION – CONTENT REFLECTION

You don't want to take these tests because you're afraid you won't succeed.

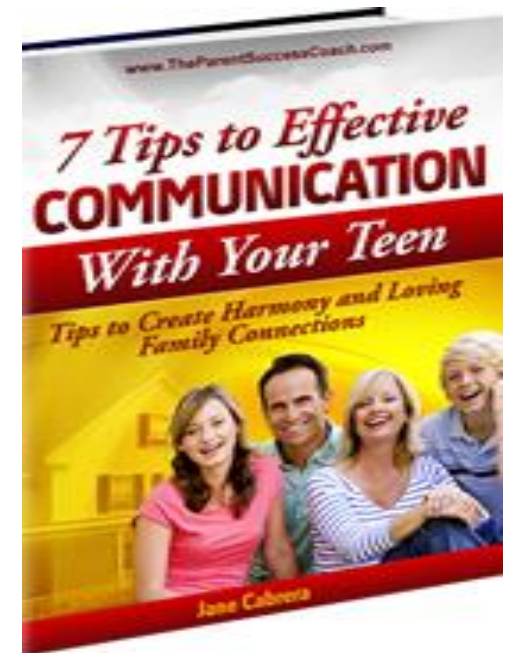
» *You do not want to take this test because you are confused.*

5- DOOR SPACERS

» *Well, then, another, for example..*

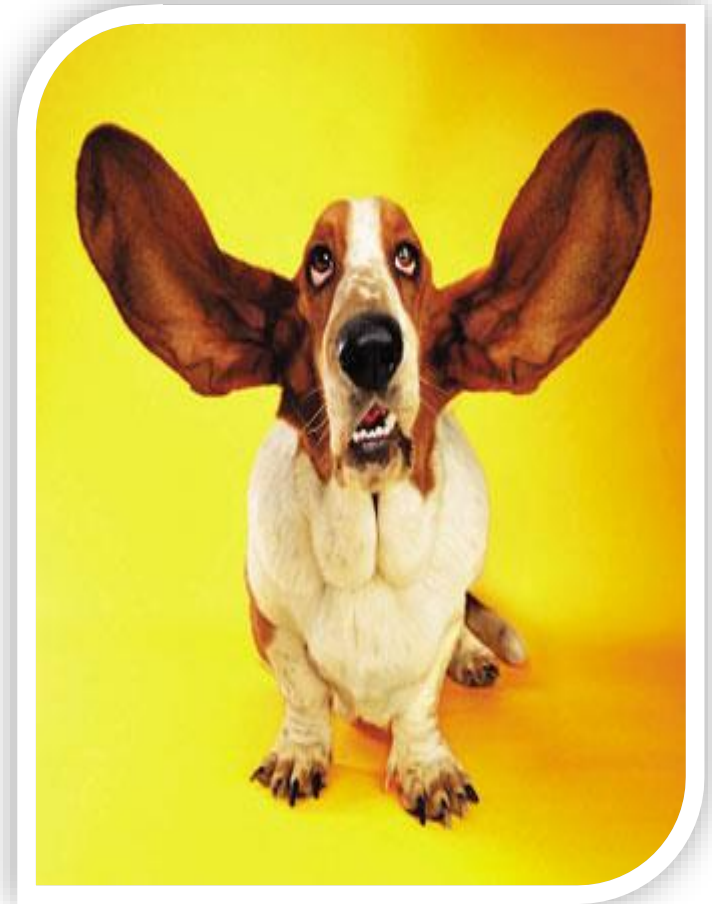
- 6- OPEN ENDED QUESTIONS

» *What? Whats more? How?*



LISTENING MISTAKES: ***YOU SHOULD NOT DO THESE THINGS WHILE LISTENING..***

- Repeating as a parrot
- *Exagerating*
- Adding up
- Hurring up
- Comenting
- ***FALL BEHIND***



Application of Active Listening



How we should express ourselves?



www.youtube.com/watch?v=Hzgzim5m7oU

1. “You” tongue
2. “Me-I” tongue



Problem is with me *(I'm experiencing the problem)*

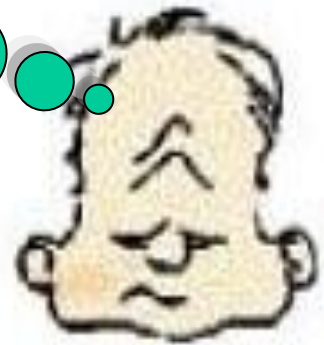
“You” tongue

Restless



**You are
disturbing
me!**

I'm bad
opposite of bad
the relationship is
bad



Your disturbing me : *Accusing, judging, tagging other party*
Cooperation with this person is not possible...

Problem is with me *(I'm experiencing the problem)*

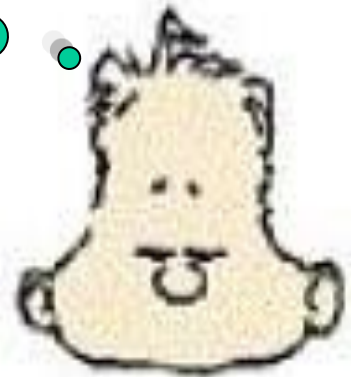
Me tongue

Restless..



**I am
uncomfortable**

**opposite
uncomfortable!..**



Self-expression: I'm important.

Not to blame or label the other person: You are important.

TELLING YOURSELF WITH “**ME LANGUAGE**”

- I’m talking
- *I’m active*
- To express, to influence, to announce
- *I want to help myself*
- I want to express my feelings and relax
- *I'm looking for a solution myself*
- *I should be happy with the solution*
- *I am primarily concerned with my own needs.*



4 TYPES of «ME Messages»

1. REACTIVE ME Messages

2. NOTIFICANT ME MESSAGES

3. PREVENTIVE ME MESSAGES

4. Confronting messages

SAY "NO"

USING «*REACTIVE ME MESSAGES*»..

- It is used to respond to requests that you do not want to make,
- This message clearly describes your true feeling of "**No**",
- In order to use our time in a balanced way between meeting our own needs and meeting the needs of others, we must learn to say "**No**" to things we don't want to do.



THERE ARE 2 SECTIONS of «REACTIVE ME MESSAGES»

1

Self-explanatory message:

2

**The effect that what you are
asked to do will have on you.**

NOTIFICANT «ME MESSAGES»

They are expressions that give priority and opinion to your beliefs, feelings, thoughts, reactions, situation, interests, attitudes, intentions, likes and dislikes.

Ex.

I had a study shift at school last night, today I am very tired.

I missed the details of what you said after the seizure.

It is very difficult for me to fulfill your request.

Because I shake my sense of justice towards my students.

PREVENTIVE ME MESSAGES

OBJECTIVE: Prevent conflicts and problems effectively by foretelling what we will need.

To avoid future trouble and misunderstanding, and it is used in situations that require the cooperation and support of the other person.

....I want/prefer because, I want.. etc.

Ex.

Next time I expect you to have done your homework fully so that I can better observe the effect on you.

I expect you to come to the appointment on time so that we can use the time I have allocated for you more effectively.

NOTIFICANT & PREVENTIVE ME MESSAGES CONSIST of 2 SECTIONS

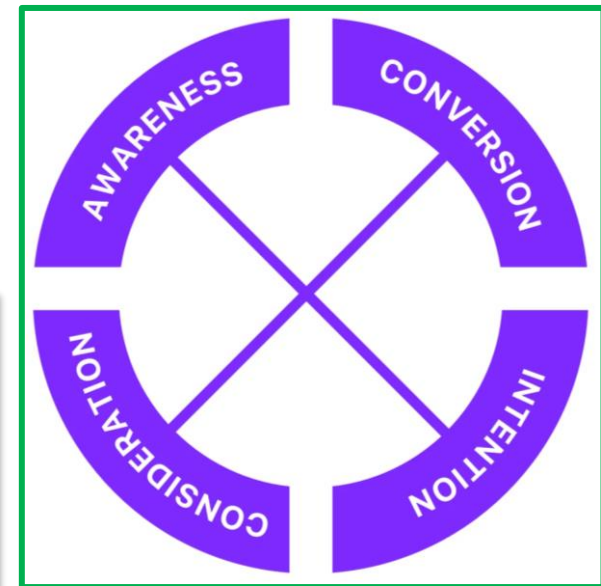
1

Description of requirements

2

Reasons of requirements

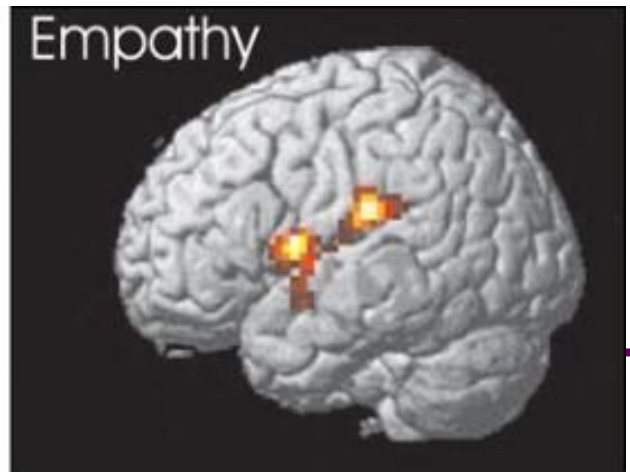
**COUPLE
COMMUNICATION® I**
Program



Confronting Self Language and its 3 elements

AIM : To confront the other party with his/her behavior, to convey the effects of the behavior of the other party that we cannot accept.

1. Description of behaviour
2. Pronounced effect
3. Emotion



Ex.

When you do not cooperate with me during the treatment,
I feel blocked during the treatment process.

When you insist on alternative treatments, I find it difficult
to discern the effect of my own healing process on you.

Confronting Self Language & Its 3 Elements

1- Description of behaviour :

..... when happened.....
..... when happens.....
..... whwn it happened.....

When you don't come to your appointments on time..

2- SIGNIFICANT EFFECT :

..... because.....
..... because it happened
..... due to it happened.....
..... therefore

Since I don't know how to use my remaining time effectively,

3- EMOTION :

I'm struggling....

ME Messages & DEFINITION of BEHAVIOR..

Let's find those who give the
"DEFINITION of BEHAVIOR" correctly.

1. *When you're shouting...*
2. *When you cry like a child..*
3. *When you interrupt me while I'm talking...*
4. *When you talk carelessly to me..*
5. *When you do not use the tools and equipment in the workplace carefully..*
6. *You gossip everywhere.*
7. *When you don't give me room when I come in...*

ME Messages & DEFINITION of BEHAVIOR

"DEFINITION of BEHAVIOR" correctly..

- 8. When you work so hard that you exhaust yourself.*
- 9. When you raise your voice at me*
- 10. Because you're used to being late.*
- 11. When you deliberately keep the phone busy..*
- 12. When you leave your office in shambles*
- 13. When he's very busy, because he doesn't plan time*
- 14. When they do not inform the relevant officer after they have finished their work..*

ME MESSAGES & CLEAR IMPACT

Choose the most obvious and tangible effect that expresses the I messages.

1. When you don't finish these works
 - a) The headmaster may be angry with you.
 - b) You will get stressed from not being able to finish.
 - c) I will have to take the time.

2. When you don't say what it is and just shout ,
 - a) You can't shout again. .
 - b) I will cut off contact with you again. .
 - c) Because I couldn't fix our relationship with you ..

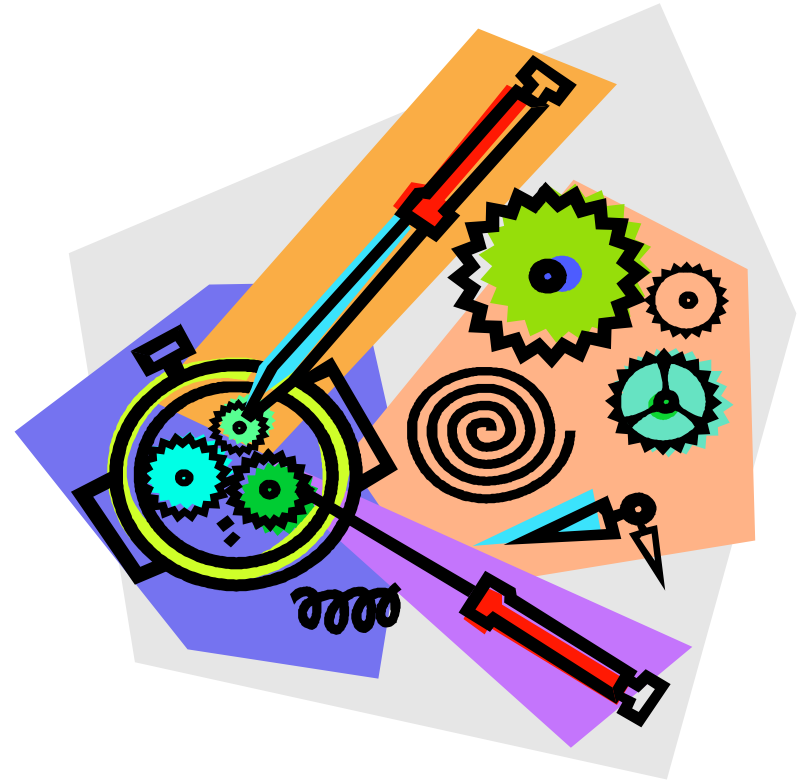
ME MESSAGES & CLEAR IMPACT

Choose the most obvious and tangible effect that expresses the I messages.

3. When you do not clear the table after the meal.....
 - a) You are committing a breach of respect.
 - b) You are not showing any responsibility.
 - c) Since we could not establish a sharing operation in this place.. .
4. Here when you hand out my notes ,
.....
 - a) Because I had to rewrite you
 - b) I can't get you anything
 - c) We model each other

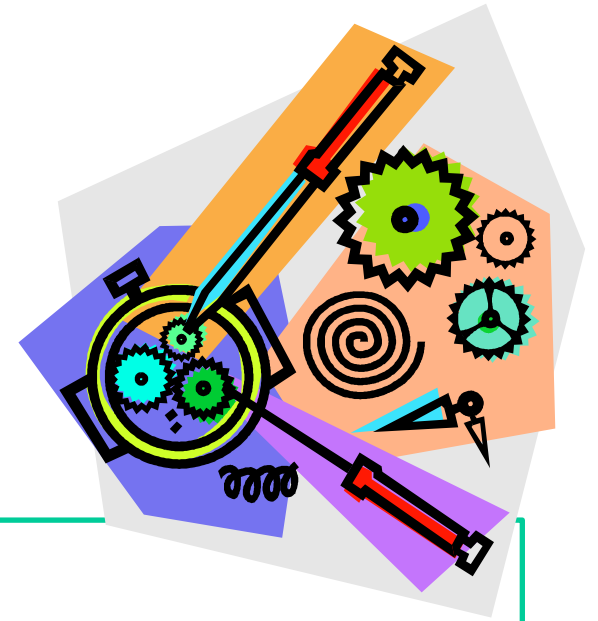
What they're doing???





Downshifting in communication..

SHIFT REDUCING



- If you encounter *resistance* after expressing yourself with «I-me language» and you express yourself over and over again, you are going beyond your purpose.

10
minutes



RESISTING ME MESSAGES

How do you know if the other person is resisting your I messages?

When you send me message, you will get some reactions..

Some of these show verbal or non-verbal resistance.

Verbal

To shout

To dispute

Using sarcastic expressions

make a joke

Change the subject

refusing to talk about it

go against your thoughts

Non-verbal

get quiet

get upset

To cry

To be shocked

To laugh

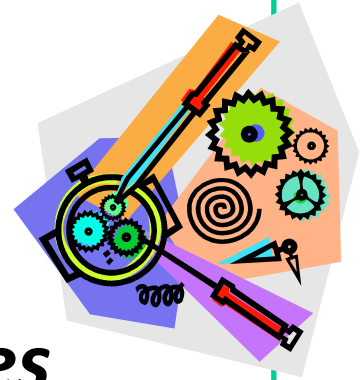
looking away
leaving the room
pouting

If I have resistance to messages;

- ❑ Saying it over and over is defined as aggression or insensitivity. It pushes the other party into stubbornness due to more defensive attitudes and negative attitudes. .
- ❑ *What they hear from you is*
"no matter what you feel,
this is how I want it, this is how I think."

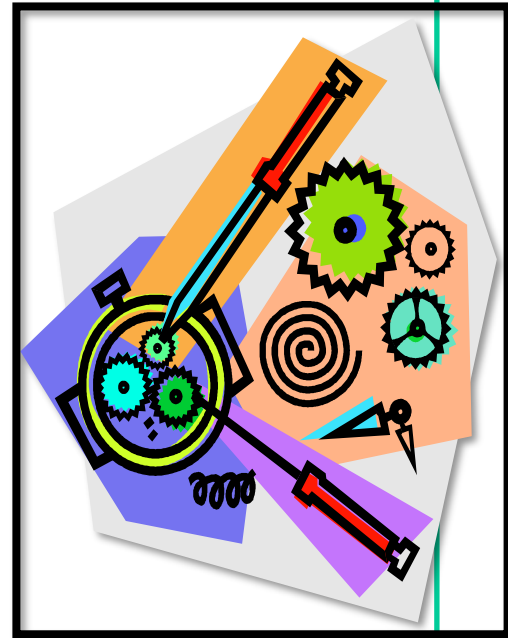
SHIFT REDUCING

- In order to increase the probability of hearing your message to the other party, you need to listen to them and express that you feel sorry for them.
- *The care and sensitivity shown to the feelings of the other party; distinguishes active behavior from aggressive behavior.*
- Therefore, as soon as you hear or see the **resistance** of the other party, you should change gear and listen actively.

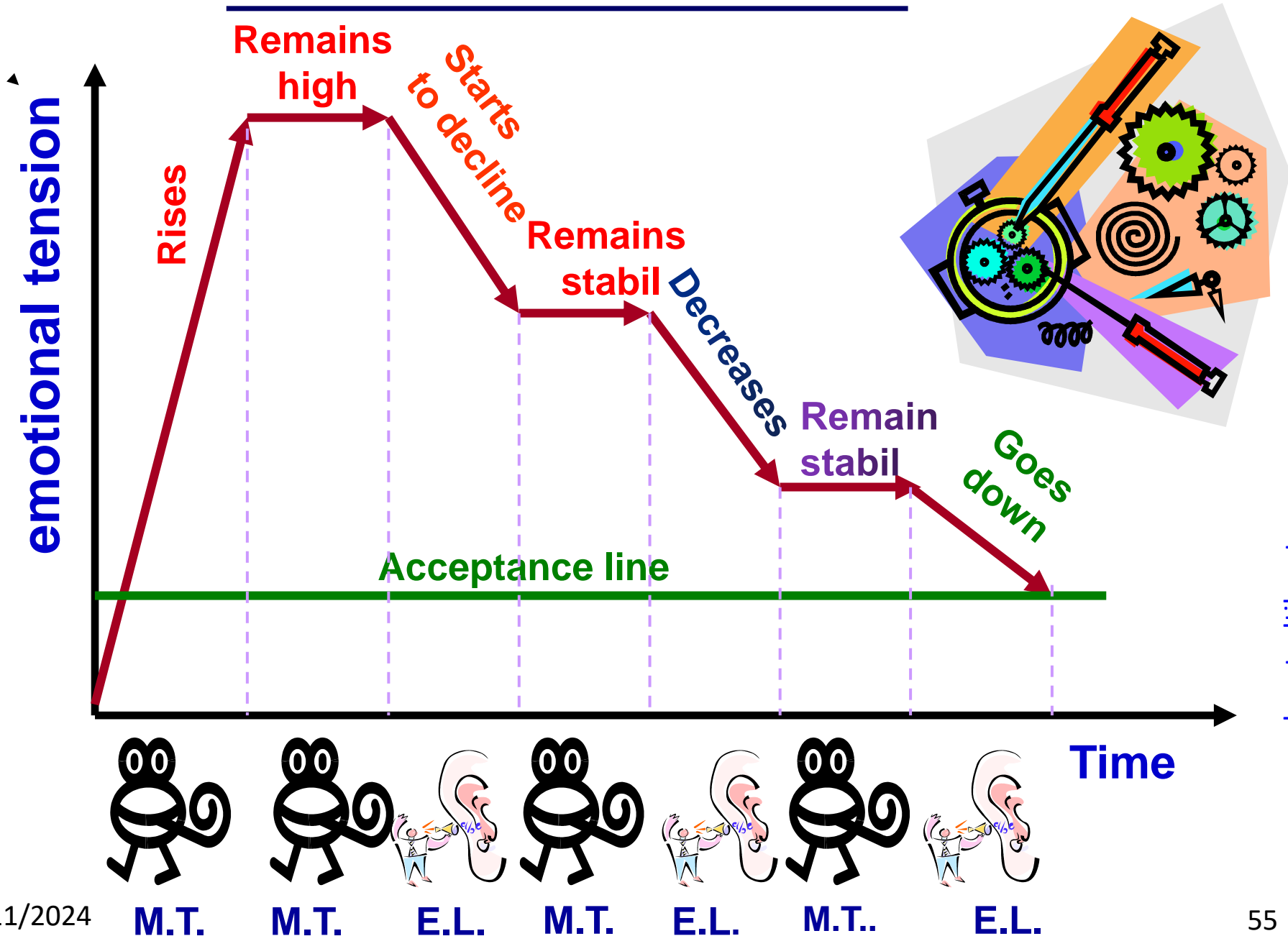


SHIFT REDUCING

- So, she/he gets this message.
"That's my opinion, that's my worth, but I'm ready to listen to you too, because I value you and respect your feelings."
- *It shows that you do not intend to meet their needs and wants, even at their expense.*



GEAR REDUCING



REDUCING GEAR

- To make the other party more likely to hear your message, you need to listen to her/his and express her/his sadness.
- *As soon as you hear or see the **resistance** of the other party, you should reduce gear and listen actively.*



By shift reducing...

ACCEPTANCE does not mean APPROVAL...



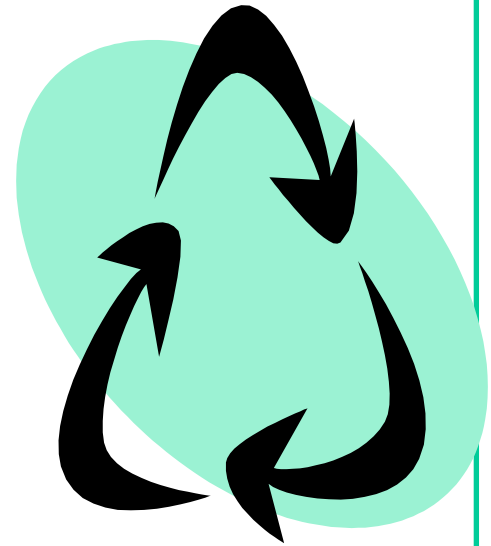
- ✓ From a different point of view, it means being willing to a new situation.
- ✓ *You maintain a balance between your own and others' anxiety.*
- ✓ This is the key to effective communication and good mutual relations.

CONTRIBUTION of DOWNSHIFTING

- It creates an accommodation to environment.
- *It communicates to Her/His that you will not meet your needs at the cost of losing Her/His.*
- Engaging in His/Her resistance means you value Him/Her and care about His/Her feelings.
- Listening to the other person often helps that person to explain their negative feelings and get rid of them.
 - *It doesn't mean giving up on your needs and beliefs. Both sides are valuable..*

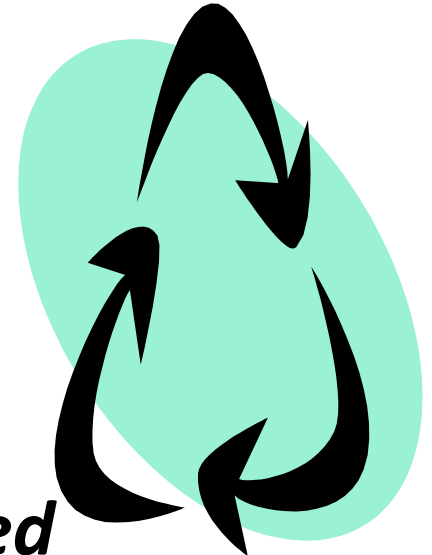
EFFECTIVE FEEDBACK-1

1. It was requested by the buyer.
2. *given immediately after the observed behavior.*
3. Non-technical language is used.
4. It is concise; in other words, there is not much detail and information than is necessary.
5. **ATTENTION:** *It is intended for the observed behavior, not the personality of the person.*



EFFECTIVE FEEDBACK-2

6. Given in a personal but non-threatening manner, **avoiding moral and value judgments.**
 7. *It relates to a behavior not personality that one can only control or change.*
 8. It is directed towards one's strengths as well as one's weaknesses.
 9. *The recipient and the giver are discussed until they understand each other's perspectives.*
 10. *The recipient and the message sender are discussed until they understand each other's perspectives.*
- Ref. YARDIM BECERİLERİ: Temel Eğitim Programı Çev: Füsun Akkoyun*



Exercises..



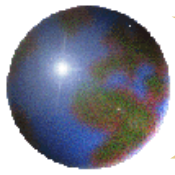
Targets :

- Communicate effectively with students.
- *To use active listening in communication with students.*
- To evaluate her/himself and her/his students, family, friends in terms of active listening skills.
- Expressing oneself using ***I language*** in communication.
- To adopt active listening and using “I/me language” in communication.
- Giving effective feedback.
- Self-assessment of communication skills
(*active listening, using I/me language, giving feedback*).

Additional studies

- Using communication skills in daily life
- Watching recommended movies
Patch Adams (Robin Williams)
City of Angels (Nicolas Cage, Meg Ryan)
Love Storm (Richard Gere)
- Reading suggested resources





The wisdom of the "Word"

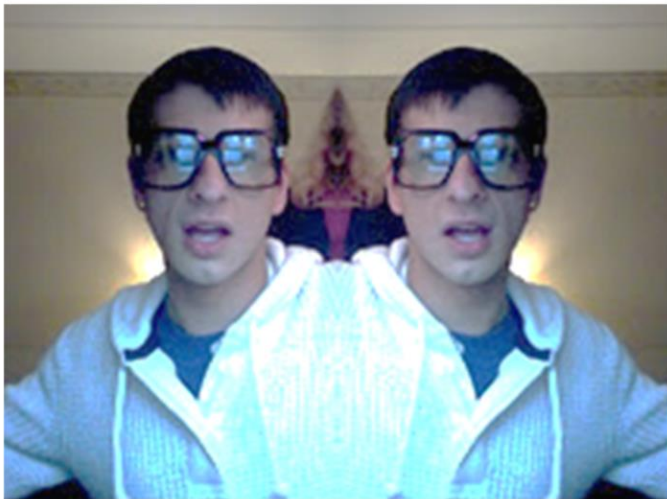
- ❖ Word stop war
- ❖ Be a short cut head
- ❖ A word toxic food
- ❖ A couple of words
make with butter
and honey

Yunus Emre



What is comprehension?

*Understanding is seeing
the truth of others from
their point of view.*



Questione :

Who is more active?

*Who manages **COMMUNICATION**
with correct answers?*

*Or the one who manages the
communication with the right questions?*

and why?

Results of poor and ineffective communication

- The person can not understand the problem (size, impact on life, etc.)
- *That's why he/she is restless, anxious*
- Can't comprehend the importance of feelings
- *Compliance with solution is not effective*
- He/She doesn't know what to do when.
- *Not an effective relationship*

What are the benefits of effective communication?

- Good communication increases patient satisfaction
- *Facilitates patient compliance*
- Affects clinical outcomes positively
- *Increases occupational satisfaction of physician*
- Reduces litigation cases
- *Restricts and helps to solve conflicts*

Quick reminders-1..

Effective communication skills are essential for medical students, especially during their clinical training.

Here are **six crucial points** to keep in mind:

1. Active Listening: Pay attention to patients' concerns, ask open-ended questions, and show empathy. [Active listening helps build trust and ensures accurate understanding of patients' needs.](#)

2. Non-Verbal Communication:

Be aware of your body language, eye contact, and facial expressions.
[Maintain a professional demeanor and convey warmth and respect.](#)

3. Clear and Concise Language:

Use simple, jargon-free language when explaining medical concepts to patients. [Avoid overwhelming them with technical terms.](#)

[Enhancing medical students' communication skills: development and evaluation of an undergraduate training program | BMC Medical Education | Full Text \(biomedcentral.com\)](#)

Quick reminders-2..

4. Empathy: Understand patients' emotions and perspectives. Show compassion and acknowledge their feelings.

Empathetic communication fosters better patient outcomes.

5. *Breaking Bad News:* Deliver difficult news with sensitivity.

Use the SPIKES protocol:

Setting, Perception, Invitation, Knowledge, Emotions, and Strategy.

6. Effective Handovers: During shift/gear changes or patient transfers, communicate clearly with colleagues. Provide relevant information about the patient's condition, treatment plan, and any pending tasks.

Remember :

Good communication enhances patient satisfaction, adherence to treatment, and overall healthcare outcomes.

Enhancing medical students' communication skills: development and evaluation of an undergraduate training program | BMC Medical Education | Full Text (biomedcentral.com)

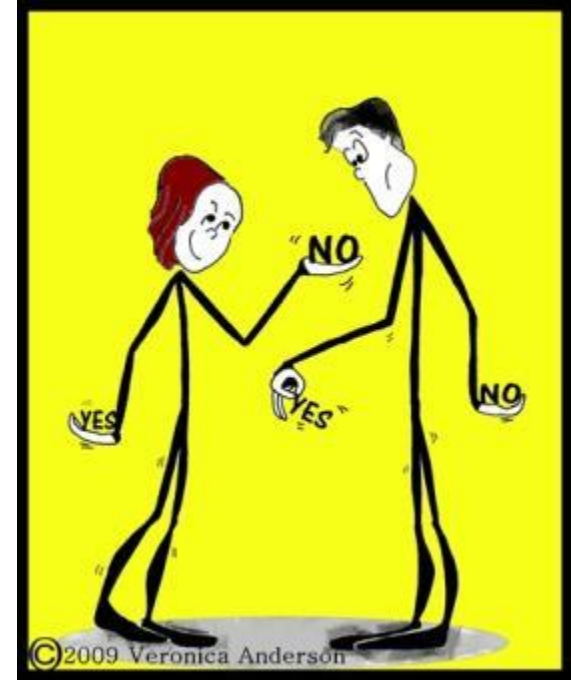
And with respect and admiration for "Human"...





Reference Books in Turkish & English

- CÜCELOĞLU, Doğan. *İnsan İnsana*.
- CÜCELOĞLU, Doğan. 'Keşke'siz Bir Yaşam İçin İletişim.
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*To all of you, who attends
carefully and cooperate with me*





*Türkiye should not surrender to **Globalization = New imperialism**,
ATATÜRK's "holy heritage" must be preserved under all conditions!
So, a through & sincere **international communication** is a must.*



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