HOW DO YOU TELL US “I HAVE A PROBLEM.”

The Client’s Prospective of Informing the Healthcare Provider
# Objectives

<table>
<thead>
<tr>
<th>Learn</th>
<th>The class participant will learn the humanity of the healthcare provider</th>
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<tbody>
<tr>
<td>Learn</td>
<td>The class participant will learn different approaches may elicited different responses</td>
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<tr>
<td>Learn</td>
<td>The class participant will learn the benefits of various communication the providers can use to invite openness and truth.</td>
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</tbody>
</table>
How Do I as a Provider Communicate?
PERSON 1\textsuperscript{st} LANGUAGE

Person-1\textsuperscript{st} Language maintains the integrity of people as WHOLE HUMAN BEINGS instead of equating them to the situation or condition they have.
What Type of Communicator are You?

A The Analytical Communicator
facts and logic
prefer policies and planning
organized and prefer control over chaos

B The Intuitive Communicator
love the entire perspective of the project
love the big plans over little details

C The Functional Communicator
like process, detail, timelines and planning

D The Personal Communicator
care about connections and emotional language
The Verbal vs Nonverbal Communication Theory

In Verbal Communication:
- Words account for only ~ 7%
- Tone
- Modulation ~ 38%
- Volume
- Total ~ 45%

Balance 55% is through non-verbal Communication, which includes:
- Our Body Language. Our movement
- Breathing. Choice of clothing
WHAT DO “I” PRESENT AS A PROVIDER? VERBAL VERSES NONVERBAL COMMUNICATION.
Nonverbal Communication
Your Clients can “READ” you too!

Nonverbal communication includes the following:

- Tone of voice –
- Rate and volume of speech –
- How we articulate our words –
- Rhythm, intonation and stress placed on words
- Facial expression
- The amount of eye contact we make
- Gestures/touch
- Body language and posturing
THE GOOD, THE BAD AND THE OUTCOME
Effective Non-Verbal Communication

Be aware if your mind is jumping to conclusions or if your face may be giving away your thoughts.

Give full attention to your CLIENT: your communication partner.
Active Listening

...But 1st We must Learn How to Listen
QUESTIONS

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