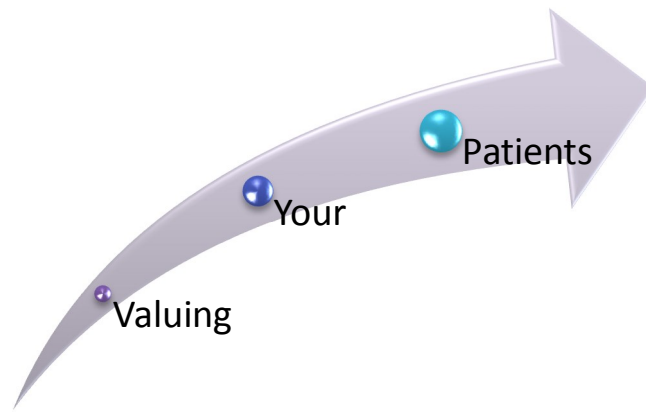


**Privilege Plan Practice Development Workshop 1**  
**Valuing Your Patients - Patient Communication**



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Workshop delegate please complete this section:

Your name \_\_\_\_\_

Your role \_\_\_\_\_

Practice name and location \_\_\_\_\_

Commencement date of course \_\_\_\_\_

Your email address \_\_\_\_\_

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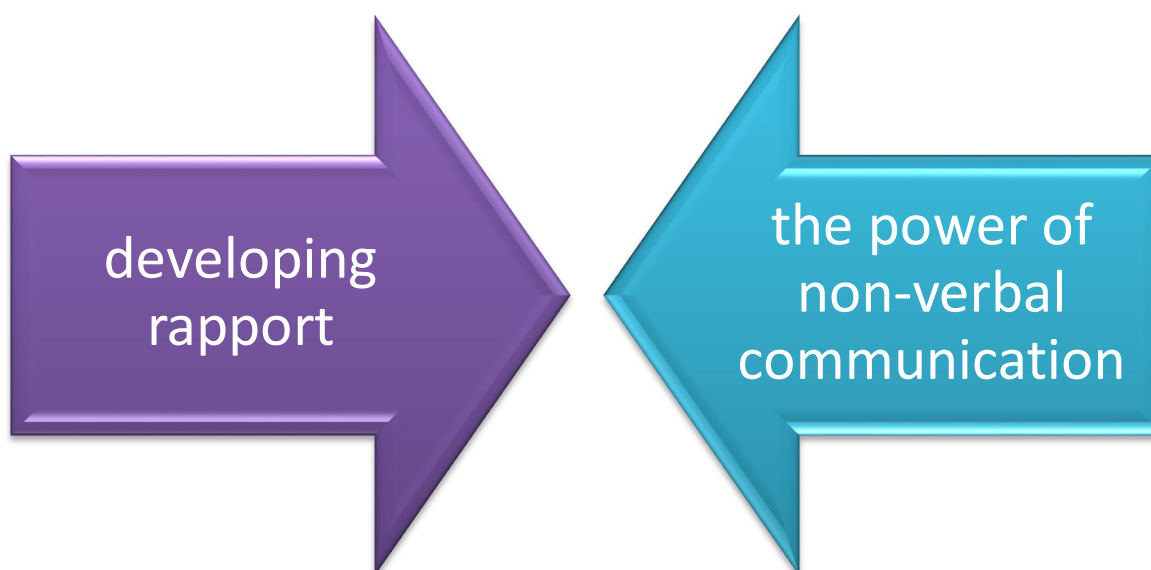
**Workshop 1 will help you to identify the impact of non-verbal communication and developing positive body language habits**

Print this document and use it to record your findings and document your actions.

You may scan the completed document and email or post it to Privilege Plan for the attention of Lesley Bailey. Please note you need only scan or post the first page with your contact details and the pages which require completion.

Return to [lesley@privilegeplan.co.uk](mailto:lesley@privilegeplan.co.uk) or Privilege Plan, 2 The Gardens, East Carlton, Leics, LE16 8YG to qualify for a certificate for 2 hours of Verifiable CPD.

You may invite other colleagues in your practice to complete the exercise too – simply print as many copies as you need and ensure each person completes all sections to qualify for verifiable CPD.



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### **Activity**

The purpose of this activity is to identify and record your experience of positive and negative non-verbal communication in the workplace with patients and colleagues and use your increased awareness of the importance of non-verbal communication as a powerful tool to develop rapport.

### **Discussion**

First of all, it's worthwhile considering just how important non-verbal communication is in developing (or damaging) the rapport which can develop between individuals and how we can focus on developing behaviours and habits that really help us to connect with other people. The ability to develop rapport with people can remove all kinds of barriers in communication and help to form binding and lasting relationships with people.

Ok so what do we mean by rapport and just how much human communication is non-verbal?

The definition of the word rapport is; harmony, accord, agreement, mutually sympathetic relationship between individuals.

What percentage of human communication do you think is non-verbal? Consider the following types of non-verbal communication or body language:

#### **Facial expressions**

The human face is extremely expressive, able to express countless emotions without saying a word. And unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.

#### **Body movements and posture**

Consider how your perceptions of people are affected by the way they sit, walk, stand up, or hold their head. The way you move and carry yourself communicates a wealth of information to the world. This type of nonverbal communication includes your posture, bearing, stance, and subtle movements.

## **Gestures**

Gestures are woven into the fabric of our daily lives. We wave, point, beckon, and use our hands when we're arguing or speaking animatedly—expressing ourselves with gestures often without thinking. However, the meaning of gestures can be very different across cultures and regions, so it's important to be careful to avoid misinterpretation. Consider the panel of photos below – you can easily interpret the message the subject is conveying, simply by looking at his body language



### **Picture perfect**

Good – Bad – Come here – Displeased – Who me? – Search me, I don't know

### **Eye contact**

Since the visual sense is dominant for most people, eye contact is an especially important type of nonverbal communication. The way you look at someone can communicate many things, including interest, affection, hostility, or attraction. Eye contact is also important in maintaining the flow of conversation and for gauging the other person's response.

### **Touch**

We communicate a great deal through touch. Think about the messages given by the following: a firm handshake, a timid tap on the shoulder, a warm bear hug, a reassuring pat on the back, a patronising pat on the head, or a controlling grip on your arm.

### **Space**

Have you ever felt uncomfortable during a conversation because the other person was standing too close and invading your space? We all have a need for physical space, although that need differs depending on the culture, the situation, and the closeness of the relationship. You can use physical space to communicate many different nonverbal messages, including signals of intimacy, aggression, dominance, or affection.

## Voice

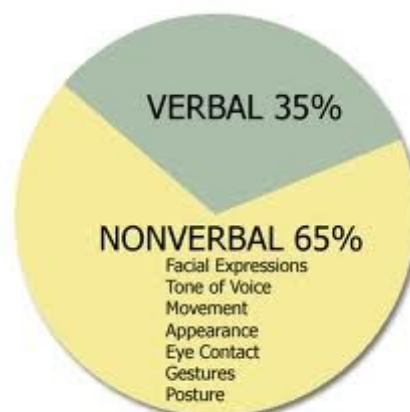
We communicate with our voices, even when we are not using words. Nonverbal speech sounds such as tone, pitch, volume, inflection, rhythm, and rate are important communication elements. When we speak, other people “read” our voices in addition to listening to our words. These nonverbal speech sounds provide subtle but powerful clues into our true feelings and what we really mean. Think about how tone of voice, for example, can indicate sarcasm, anger, affection, or confidence.

### It’s not what you say, it’s *how* you say it

- **Intensity.** A reflection of the amount of energy you project is considered your intensity. Again, this has as much to do with what feels good to the other person as what you personally prefer.
- **Timing and pace.** Your ability to be a good listener and communicate interest and involvement is impacted by timing and pace. We talk more about this skill in section 3 of this programme.
- **Sounds that convey understanding.** Sounds such as “ahhh, ummm, ohhh,” uttered with eye and facial gestures, communicate understanding and emotional connection. More than words, these sounds are the language of interest, understanding and compassion.

**WOW!**

Bearing all of that in mind ask yourself again how much of human communication is non-verbal?



Here are some examples of body language and how they may be interpreted:

Body language	Perception
Brisk, erect walk	Confidence
Standing with hands on hips	Readiness, aggression
Sitting with legs crossed, foot kicking slightly	Boredom
Sitting, legs apart	Open, relaxed
Arms crossed on chest	Defensiveness

Walking with hands in pockets, shoulders hunched	Dejection
Hand to cheek	Evaluation, thinking
Touching, slightly rubbing nose	Rejection, doubt, lying
Rubbing the eye	Doubt, disbelief
Hands clasped behind back	Anger, frustration, apprehension
Locked ankles	Apprehension
Head resting in hand, eyes downcast	Boredom
Rubbing hands	Anticipation
Sitting with hands clasped behind head, legs crossed	Confidence, superiority
Open palm	Sincerity, openness, innocence
Pinching bridge of nose, eyes closed	Negative evaluation
Tapping or drumming fingers	Impatience
Steepling fingers	Authoritative
Patting/fondling hair	Lack of self-confidence; insecurity
Tilted head	Interest
Stroking chin	Trying to make a decision
Looking down, face turned away	Disbelief
Biting nails	Insecurity, nervousness
Pulling or tugging at ear	Indecision

***Exercise – What does your intuition tell you?***

***When you next get the opportunity to discreetly observe the body language of someone at a distance, see if you can establish their mood simply by interpreting their body language. You will be amazed what your intuition will tell you by watching their posture, gestures and general demeanour.***

Okay, so now the scene has been set, consider how important non-verbal communication skills are for you at the practice.

Make a list of at least 20 examples of **positive** body language/non-verbal communication and 20 examples of **negative** body language/non-verbal communication that you think help to develop rapport or damage rapport with your patients:




What impact has this section had upon your focus on the importance of maintaining positive body language? (please tick the comment which most closely matches your perception)

Much more focused

Some increase in focus

Mild increase in focus

No difference in focus

Comment

**Action Plan**

Draw up a list of recommended actions you will implement.

1

2

3

4

5

additional

**Section 1 Conclusion**

What have been the main points you have learned during this exercise? Summarise your findings:

What aspects of your experience have surprised you the most?

Based on some the positive things you have experienced what three behaviours you are committed to changing or improving as a result of this activity?

1

2

3

Any other comments or actions you will take as a result of completing Workshop 1.