



Communication

Communication

- Interpersonal communication is the sharing of feelings and ideas with other people.
- Communication then is the exchange of messages between people for the purposes of achieving common meanings.

○ Communication is done primarily through

■ Words

■ Tones (conveys emotional state)

■ Gestures

■ Posture

■ Facial expressions

Non-Verbal Communication

- Body posture often says as much as the spoken word
- “body language” provides important messages that need to be heard accurately
- Importance is seen and felt with nonverbal gestures
 - Examples?

- Expressions, gestures, eye contact can send strong messages
- Our physical presentation through dress, the way we walk, posture
- Non-verbal expression of feelings and thoughts can be easily misinterpreted
- Is ongoing throughout client-therapist interaction
- To help the message be understood clearly, the speaker (MT) needs to be aware of coordinating gestures, expressions and muscular movements to the message

- When receiving information from the client the MT hears the communication but recognizes more complete information is revealed through body language on how the client is feeling/their internal state
- 4/5 of communication methods are nonverbal
- as a competent, caring professional MT's look for congruency between verbal and nonverbal communication
- document both the subjective and objective information revealed during the treatment/interview
- in caring tone give personal reflection to the body language noted to be the defined or confirmed by the client
- professional MT is aware of his/her body language and its important role in a therapeutic relationship

Subjective vs Objective Information

- Subjective

- info that is given to you by the patient during interview and health history intake process

- Objective

- Info that the RMT gathers from the assessment and health history intake process

Subjective Information

- What the C tells you
 - Opinions
 - Perceptions
 - “that technique feels good on that area”
 - “I have been really stressed lately”
 - “I have been battling a cold”
- Requires
 - Listening to the C
 - Keeping them focused with relevant information
 - Asking questions to obtain more info the RMT may need
 - OPEN ENDED questions
 - “How have you been feeling lately?”
 - CLOSED ENDED questions
 - Specific information
 - Yes/no questions
 - “Have you had surgery on your back?”
 - “Have you taken any meds to help with the pain?”

Objective Information

- Info you as the RMT obtain from your skills, education, and senses
- What YOU see, hear, smell, what your intuitive senses tell you
 - Examples?
- Requires
 - RMT attentiveness
 - Postural abnormalities?
 - Visible abnormalities?
 - Use your senses, and knowledge!

Examples of Non-Verbal Communication

- facial expressions i.e. grimaces, frowns, puckers, rapid blinking, eye contact
- gestures i.e. making fists, clawing or gripping the massage table, fidgeting, nodding
- sudden movements i.e. toes coming up off the massage table, buttocks tightening, change in breathing patterns, lifting of the head, looking down
- sounds i.e. sighs, grunts, groans, hummmmm, uh-huh

Styles of Communication

- Accounts for 65-93% of what is being communicated
- 4 Styles
 - Kinesthetic Bhvr
 - Proxemic
 - Paralanguage
 - Object Language
- An important step in achieving proper communication is the recognition that there are not one but many communication styles.
- Interpersonal communication styles are habits, manners and methods by which we exchange ideas and messages with others, either individually or in small groups.

Kinesthetic Behaviour

- Commonly known as body language
- It includes body movements, such as gestures, facial expressions, eye movements and posture
- In assessing people's feelings about an issue, we often draw conclusions not only from their words but also from their nonverbal behavior, such as their facial expressions
- Studies have shown that eye contact between close couples is much greater than that between casually dating couples
- Eye contact can also express hostility or the desire for dominance.

Proxemic

- The influence of proximity and space on communication
- For example, some managers arrange their offices so that they have an informal area where people can sit without experiencing the spatial distance and formality created by a big desk
- Another example of proxemics which you have probably experienced is that you are more likely to get to know students whom you happen to sit near in class than students who are sitting in other parts of the room.

Paralanguage

- the nonlexical component of communication by speech, for example intonation, pitch and speed of speaking, hesitation noises, gesture, and facial expression.

Object Language

- The communicative use of material things, including clothing, cosmetics, furniture and architecture
- If you prepared a job resume lately, you probably gave some thought to its layout and the type of paper you wanted it printed on
- Give the same thought to how you “present” yourself.
- “Dress for success”

Verbal Communication

- Verbal communication is the written or oral use of words to communicate.
- Both written and oral communications are pervasive in organizations.
- In a business environment, written communication generally has several advantages over oral communication.
 - Why?

In regards to written communication...

- It provides a record of the message, can be disseminated widely with a minimum of effort, and allows the sender to think through the intended message carefully.
- The disadvantages are the expense of preparation, a relatively impersonal nature, possible misunderstanding by the receiver, and the delay of feedback regarding the effectiveness of the message.
- Practical application?
- Incident reports

Oral Communication

- has the advantages of being faster, being generally more personal than written communication, and providing immediate feedback.
- disadvantages are that it can be time-consuming, it can be more difficult to terminate, and additional effort is required to document what is said if a record is necessary

- Non-verbal communication requires a verbal “reality check” to confirm the correct message is being relayed
- Verbal communication is planned during the treatment time and is appropriate at any time during the scheduled appointment and treatment – “right of refusal”, “right to change and/or stop treatment”, feedback - pain

Communicating with Extroverts

- A. The Sunny side
- extroverts draw energy externally; striking up conversation should be easy
- extrovert is enthusiastic to participate in group
- they prefer face to face over distant
- they enjoy sharing experience- need contact
- typically they -say what they mean and state what is on their minds
- B. The Shadow Side
- when two extroverts communicate both may say what is on their minds-difficulty in getting a word in!
- there is tendency to speak first and think later-> hurt feelings
- introvert can view extrovert as superficial or insincere
- extrovert can impose themselves on quiet introvert

Communicating with Introverts

- A. The Sunny side
- introvert is in minority and may be misunderstood
- introvert energy is from within; they avoid the crowd and like independent activity
- do not conclude that there is something wrong if they want to be alone
- nonverbal communications can tell more
- schedule appointment with introvert rather than dropping in
- they are more difficult to get to know -reserved and share with a few
- they have a small group of friends
- some of most social communicators can be closet introverts

Con't

- A. The Shadow Side
- introversion can be viewed as weakness by dominant group
- introvert can be viewed as antisocial-lone wolf who needs to be fixed
- introvert can be viewed as arrogant, condescending, unfriendly
- others can project their fears onto quiet one



COMMUNICATING WITH CONCEPTUALIZER

The Sunny Side

intuitive has less of need to communicate
facts--more global

intuitive will begin with concept, idea, insight,
possibilities

intuitive relies on hunch, imagination

they love novel approach-conceptual
level-abstract

will deviate from agenda

intuitives language is colourful, metaphoric

The Shadow Side

intuitive can appear vague-irritating to practical
type

others may see communication with intuitive a
waste of time

metaphor can get in way of clarity



COMMUNICATING WITH ANALYZER

The Sunny Side

thinker enjoys theoretical
issues-debate-discussion

they are objective-downplay personal

they are critical and objective

they are fair, rational, precise

they are goal oriented-don't like to waste time

The Shadow Side

thinker can be cold and impersonal

they can be tedious to others

their ideas can be impractical or useless

they may be too critical

their logical side can be limiting- some beliefs not
based on logic



COMMUNICATING WITH AFFILIATOR

The Sunny Side

feeler interaction is personal and subjective

they are friendly

they consider values and effect on other

they are emphatic and emotionally persuasive

they are receptive to others and inviting

The Shadow Side

feelers can be time wasters and may lack objectivity

they can be overwhelmed by enthusiasm or emotion

they can have difficulty expressing negative emotion



COMMUNICATING WITH ACTIVATOR

The Sunny Side

- judgers are prepared in advance
- they are oriented to schedules, timetables, plans
- they are structured and organized
- their mind set is based on closure
- they are purposeful and task oriented

The Shadow Side

- judger can be rigid, inflexible, constricting, lacking in spontaneity
- they may have less fun- no room for surprise
- can be too serious and businesslike
- can make premature decisions



RECOGNIZING BARRIERS TO COMMUNICATION

The differences in transactional states can lead to problems in communication both personal and professional. Other problems can also arise and we must learn to recognize and to counteract them in order to be effective communicators. Ordinary communication usually consists of three components

SENDER

INTENDED MESSAGE

RECEIVER




Breakdown of communication can occur anywhere along the line and in any of these components. Most basic communication problems occur when the message is unclear, such that the message received is not the message intended. Because the sender and receiver are two distinct individuals each perceiving the message from his own unique perspective, the message can easily become garbled or distorted.



EXTERNAL BARRIERS TO COMMUNICATION

The meaning of the message is often affected by the relationship that exists between the sender and the receiver. Messages flow more freely and accurately between individuals who are comfortable with and trust each other. Acceptance of the message by the receiver is enhanced when he trusts the motives and judgment of the sender. The term “halo effect” refers to the automatic acceptance of the message transmitted by an individual or organization if the receiver perceives the sender as “good and honorable”. Obviously then, it is important for co-workers and managers to build trust as part of the team-building and communication activities.



The mood or emotional state of the receiver is important to successful communications. If apprehensive or depressed, the receiver often reads false, underlying meanings into messages, which are not actually there, or “tunes-out” the message altogether. Conversely a receiver in a “high” mood may not hear intended criticism or recognize problems. Some assessment of the emotional state of the receiver by the sender may be necessary to assure that important messages are accurately received. Asking the receiver to “put the message in their own words” in order to elicit the receiver’s concept of the intended message, can aid in dealing with this problem. When in doubt, clarify that the message has been received properly. When the receiver is repeating the message (in their own words) actively listen to what they are saying, without putting your interpretation on their message.

Constant interruptions during interactions or lack of attention to the conversation by either party can suppress any chance of true communication, especially if one party appears to the other to lack interest in the message by allowing the interruptions. Specific time should be set aside for important conversations and no distractions should be allowed.

Words in different cultures and situations have different meanings. The word “up” has 46 different uses listed. The word “play” has 38. To make matters worse we can also “play up”. (To emphasize the importance of) the significance of the meanings of words.


It is essential then, that the correct phrase be used, and that the message be worded in a suitable fashion.



Internal barriers

Unfortunately we all carry with us certain internal barriers (attitudes) which may hinder communication. They can be distilled into an acronym of FAILURE

- F - fear
- A - assumption
- I - insensitivity
- L - labeling
- U - uncertainty
- R - resentment
- E - egotism




F- FEAR We allow fear of what others may think to control our ability to communicate. Rather than be misinterpreted or possibly ridiculed, some of us say nothing and repress our feelings and needs.

A – ASSUMPTION We often assume we are being heard and understood. This may not be the case and it is necessary to get feedback in order to determine which message was actually received.

I - INSENSITIVITY If we are insensitive to the state of the receiver our communication may not be effective.

L – LABELING This refers to the phenomenon of treating those around us in accordance with a label they may have been given, rather than as the unique individuals they are. People may be labeled as “management” or “just techs”. In each case the knowledge that these people have (or don’t have) something is only assumed and not ascertained. Communication suffers when this occurs.



U - UNCERTAINTY Some speech habits are hindrances to our communication and indicate that the person is unsure or ignorant of the facts they are presenting.

(Other speech patterns are - like you know - like - just - like - plain annoying - you know). If there are a lot of um's, ah's, etc., in the communication then the confidence in the message and messenger is undermined.

R - RESENTMENT Refers to the attitude of always looking for the worst in the people around us. A hostile or antagonistic out look will certainly block communication efforts.

E - EGOTISM This carries with it a lack of respect for others and an exaggerated sense of one's own importance. Anything anyone else says to this individual cannot possibly be as important as what they have to say. The message receiver quickly recognizes this selfish trait and either discounts the message or ends the communication transaction.


Think of an example in your experience when one or more of these concepts have been received by you. What was your response? What could have been done to avoid this? When did you send one?



IMPROVING COMMUNICATION

Just as the acronym FAILURE can alert us to the potential problems of communication, so then the acronym SUCCESS can impress us with the correct mental stance for effective communication.

- S - self awareness
- U - understanding
- C - care for others
- C - control of emotions
- E - esteem of one's self
- S - self-confidence
- S - sharing of one's self



S - SELF AWARENESS - Questioning yourself and your views and beliefs will lead to increased openness to new information. This increased self-awareness will make you more comfortable with yourself and open to communication with others.

U - UNDERSTANDING - is increased by asking for clarification and feedback about intended messages. It is often helpful to explain that the feedback you are about to give is simply to ascertain that you have received the correct message.

C - CARE FOR OTHERS - check your tone of voice, facial expressions and body position to make sure that you are sending the message of concern for your "receiver".

C - CONTROL OF EMOTIONS - refers to the conscious choice we make to be ruled by anger, frustration, jealousy, resentment etc. These emotions are neither right nor wrong - it is how we express and control them that is at issue. Anger may be perfectly justified, violence is not.



E - ESTEEM OF ONE'S SELF - is important because it shows strength of ego (healthy self-esteem). This is not the ego-centered individual discussed earlier but someone with enough sense of self worth that they do not become defensive. It allows him to forget himself and to concentrate on others.

S- SELF-CONFIDENCE - allows one to risk communicating with others.

S- SHARING OF ONE'S SELF - is the ultimate communication. Those individuals who can comfortably risk sharing their inner thoughts and feelings are usually successful communicators.



GUIDELINES FOR BEING A GOOD LISTENER

DO:

- Pay attention to what the person is saying
- Look at the person who is talking to you.
- Let the person know you're paying attention.
- Ask questions if you don't understand.
- Repeat what the person says to be sure you really understand.
- Think about how the person feels.
- Ask how the person feels.

DON'T

- Interrupt the person
- Make up your mind before the person finishes speaking.
- Just wait until it's your turn to talk.

GUIDELINES FOR EXPRESSING YOURSELF

- 
- I feel...(state your feeling)

I feel frustrated...

- When you...(describe the behavior)

When you play your stereo so loud.

- I need...(state what you want to happen)

I need you to turn it down so I can study.

- Expressing your feelings doesn't have to be negative. It's important to express yourself about things that make you feel good, too.

I'm really glad that you came to my soccer games. It feels good to have a friend there no matter how I do.

- Also, be sure you don't confuse expressing your feelings with putting someone down.

I feel you're such a snob. Every time you borrow my clothes you mess them up. I need you just to stay away from my closet.



BODY LANGUAGE

There is no specific advice on how to use your body language. What you do might be interpreted in several ways, depending on the setting and who you are talking to. You'll probably want to use your body language differently when talking to your boss compared to when you talk to a girl/guy you're interested in. These are some common interpretations of body language and often more effective ways to communicate with your body.

- Don't cross your arms or legs
- Have eye contact, but don't stare
- Don't be afraid to take up some space
- Relax your shoulders
- Nod when they are talking
- Don't slouch, sit up straight
- Lean, but not too much
- Smile and laugh
- Don't touch your face
- Keep your head up
- Slow down a bit
- Don't fidget
- Use your hands more confidently
- Lower your drink
- Realise where your spine ends
- Don't stand too close
- Keep a good attitude



COMMUNICATION WITH PATIENTS



CLIENT EXPECTATIONS

Clear instructions, expectations, outcomes

Design the treatment in consultation with the client

“Why have you come for a massage?”


“How do you wish to feel after the massage?”

“What do you feel massage will do for you?”

“What results do you expect from the massage treatment?”

Client needs to understand difference between client outcomes vs. client expectations

Clear communication is critical to support client in developing trust and obtaining valid consent; use lay person terminology



The massage therapist needs to educate the client and ensure a clear understanding that massage therapy has the effect of increasing general well being and efficient body function.

It is very informative to ask the client.

“What do you think massage is like?”

“Describe to me how a massage would be done?”

If the client has never had a massage before expectations will be determined by what has been heard, read, observed.

Styles vary the differences between what is expected and what is received may be confusing

Massage therapist therefore needs to clearly explain the approach used and the treatment sequence.

Client may compare to other massage experience.

Need to explain there are many ways to do massage.

Unethical to suggest your treatment is better or discount another therapist's methods, unless the treatment was in violation of professional standards and ethics.



OFF THE TABLE

If the client needs help in dressing allow them to do as much as possible and be very matter-of-fact and deliberate with any assistance.

If the client is left to get off the table alone, REMIND THEM:

Roll to one side

Use the arms to push to a seated position

Sit up a minute before getting up

Leave the sheets on the table

Get dressed and return to the business area



POINTS OF BUSINESS

When client is dressed and ready to leave make the next appointment or provide a reminder if one is already made.

Collect fee if not done in advance.

Attitude in business area is of polite and courteous completion.

POINT OF BUSINESS AFTER A MASSAGE



Do not linger in conversation

It is often difficult to get a client to leave after having spent an extended time in a comfortable and caring environment they may want to talk, not go home to trouble, be alone, etc....

It is best to establish a departure routine and be consistent

People respond well to sameness

Client will have a much easier time leaving and making the break from the MT if the sequence is always the same.

(eg. Client approaches the desk; MT takes the money, writes a receipt, confirms the next appointment. MT gets up from the desk and escorts client to the door saying...

“I really enjoyed working with you today. I am glad that you continue to feel that the massage is beneficial. It will be nice to see you again in two weeks. Remember to do the stretches we talked about, please keep track of any changes, and we will discuss them next time I see you.”

The therapist may extend a warm handshake; a quick friendly hug may be extended and received ONLY if initiated by the client.

Hugs or physical contact are professionally respectfully accepted.

Say good-bye gesturing/looking toward the door and indicate your intention to leave the area before further conversation is initiated.

Prepare self and room for next client.

COMMUNICATING



It is helpful if the therapist's wording is as non-judgmental as possible. i.e. describing a limb as "unaffected" or "affected", "injured" or "uninjured" avoids the judgmental terms "good leg" or "bad leg".

Each person has his or her own beliefs and opinions.

In the interest of promoting clearer client communication the therapist should keep responses neutral when reviewing case history info i.e. a client reports that she is pregnant and the therapist replies "Oh that's wonderful", however this may not be true for the client.

The therapist's statement may cause the client to feel silenced or upsetting her flow of information may cease. If the therapist responds "How do you feel about that?" the client can voice her opinions more freely.

Therapists must be aware that the client may feel vulnerable disclosing information about his or her health history.

The information should be treated respectfully. It is also important to remember that law protects the confidentiality of clients written records and verbal information.

During the treatment the therapist should strive to achieve a balance between continuous conversation total silence that is most comfortable for the client and the therapist.

It is important that the client communicate with the therapist about the massage.

However being too involved in a conversation can shift the therapist's concentration from the work, leading to ineffective results.

Remember to keep conversation topics light (religion, money and politics are avoidable topics due to the fact of strong personal opinions)



COMMUNICATION – PAIN TOLERANCE

To establish a client's pain tolerance and his or her perception of the pressure, use a one-to-ten pain scale to monitor the pain.

The client is instructed to tell the therapist if the pain approaches a seven on a scale where one equals no pain and ten equals extreme pain, at which point the therapist maintains or decreases the pressure until it is comfortable for the client.

If you are using too much pressure the client will be bracing themselves and/or clenching their teeth to endure the pain.

Ten is an undesirable level of pain and pressure (for most people) and the client need not suffer through this depth of work.

As an alternative the client may signal too much pressure by raising their hand, or “tapping out.”

This approach allows for the wide variances in individual client perceptions of pain and builds a client trust in the therapist's work.



Communicating Treatment Plan

The client is briefly given the rational or reasoning for the proposed treatment plan.

Together the client and therapist choose the focus and the frequency of the treatments.

The client has a choice in either accepting or rejecting the proposed treatment (or parts of it).

This can be done before or during the treatment or from one treatment to another.

The therapist must obtain the clients consent for the entire treatment plan.

This complete statement need not be repeated before each treatment begins.

Client's consent is required if a change to the original plan is necessary.

The therapist may summarize general consent statement by asking if the previous treatment approach is still acceptable and adding the details of any changes that may be necessary for today's plan.

If planned treatment includes work to body parts that are deemed more "sensitive", this should be mentioned to the client prior to the beginning of the treatment, thus allowing the client to refuse if they wish no treatment to these areas.(Examples of sensitive areas; anterior neck, chest or abdomen, upper and medial thigh, gluteals, pelvic region in general.)



INTERVIEWING

When a client provides info, it is important to restate the info so the client has the opportunity to correct any information and be assured the therapist is listening.

Use words the client can understand.

Ask for clarification to enhance knowledge and understanding of the info obtained.



NEUTRAL VOICE

Neutral voice means asking a question or phrasing a statement in words that are as neutral as possible in content, meaning and tone.