

Beyond Words for HealthCare™

Discussion Guide

Produced by:
Interskil
1000 Heritage Center
Round Rock, TX 78664

Enterprise Media
91 Harvey Street
Cambridge, MA 02140

800-423-6021
www.enterprisemedia.com

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Introduction

Welcome to the training package for **Beyond Words for HealthCare™**. This program provides an in-depth and thorough training experience that is packed with flexibility to meet your specific training needs.

Imagine a situation where you can communicate with your patients without saying a word? Or create an environment where your patients feel safe, comfortable, and free to discuss their health? Well now you can!

Day after day, your patients are communicating with you through body language – and you are communicating back to them through your body language.

Recognizing the most common body language cues can help you to understand what a patient may be thinking, but not necessarily saying. More importantly, learning body language cues can help you diagnose patients more accurately.

Beyond Words for HealthCare will improve your ability to communicate with patients. The major challenge that exists in the healthcare industry today is the ability to strike a balance between business efficiency and taking the time to provide needed bedside manners.

This training program is designed to help in a number of ways:

- It will help every healthcare professional understand the key body language cues that communicate proper bedside manners while still maintaining business efficiency
- It will improve communication between staff and patient
- It will allow everyone to express themselves in ways that convey likable qualities to both patients and co-workers
- Finally, every viewer will learn about the importance of facial expressions, hand cues, body positioning, and more

ABOUT THE DISCUSSION GUIDE:

There is a three-part learning structure for this video and workbook:

1. Learn the key concepts presented in the program through viewing the DVD
2. Review and discuss them in a group using the step-by-step discussion points outlined in this guide
3. Apply the concepts to your own organization

ACTION AGENDA: contained in this video are key body language cues that communicate proper bedside manners while still maintaining business efficiency.

DISCUSSION: We have provided discussion questions as well as observations for debate to help participants reflect on the core lessons.

Trainers, educators, physicians, staff, and healthcare consultants will find many relevant teaching points in this DVD training package. If you are trying to improve customer service and care within your office, organization, hospital, or clinic than this DVD is essential. These learning elements will motivate and improve your staff and encourage outstanding service and excellent communication.

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Using The Programs In Your Training Session

In Advance of the Training Session:

Watch the program! The DVD in this training package is packed with information. You should view the program in advance. This will help you structure your training session and allow you to choose the messages that are most appropriate for your immediate training needs.

Review the Guide and select the key learning points you want to cover! This guide presents detailed step-by-step discussion points. Review these points and select the ones you think are most important to your organization. This will allow you to focus the session around the areas of critical importance.

Beyond Words for HealthCare™ The Training Session:

Pre-Screening Preparation. Welcome people to the training session and give them an overview of the program. You may want to address the concepts presented in this program in the context of your own organizational goals.

Screening:

1. Start Video: Beyond Words for HealthCare

2. STOP VIDEO after: Decoding Patient Body Language
Can Reveal Their True Feelings

Discussion Point: TOUCHING THE EYEBROW

Ask: What does the term Decoding mean?

Preferred Answer: It means the ability to interpret a patient's body language.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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Ask: What can rubbing the eyebrows indicate on the part of the patient?

Preferred Answer: Rubbing the eyebrows can indicate doubt or deception.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

Ask: When a patient touches or rubs their eyebrow, what should you do?

Preferred Answers: Asking more probing questions is needed. Probing questions could uncover more symptoms.

Facilitator Note: Use a flip pad or marker board to post the list of attitude types.

NOTES:

3. RESUME VIDEO AND THEN STOP after: Decoding Patient Body Language Can Reveal Their True Feelings

Discussion Point: CROSSED ARMS

Ask: When a patient crosses their arms, what can it indicate?

Preferred Answer: Crossed arms can indicate that the customer may be uncomfortable or even defensive.

Facilitator Note: Use a flip pad or marker board to post the list of handshakes.

NOTES:

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Ask: Discuss several reasons why a patient would cross their arms.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

Ask: Discuss ways that you can make a patient feel more comfortable and less defensive.

NOTES:

4. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: THE VOICE OF ENTHUSIASM

Ask: What does the term Encoding mean?

Preferred Answer: It means the ability to adjust your own body language in order to achieve the best patient care results.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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Discuss: The importance of using a positive voice tone with patients.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

Discuss: The receptionist's role in the healing process.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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5. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: OPEN HANDS

Ask: When interacting with patients, what does the open hand gesture mean?

Preferred Answer: An open hand is a signal of acceptance.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

Discuss: What are the benefits of using an open hand with patients.

Preferred Answer: An open hand can put a patient at ease and encourages better communication.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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6. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: EYE CONTACT

Ask: What does eye contact with a patient indicate?

Preferred Answer: Eye contact demonstrates interest and confidence.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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7. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: THE EYE ZONE

Ask: How can The Eye Zone improve communication with patients?

Preferred Answer: Allows the patient to feel comfortable and will not make the patient feel that you're too invasive with your eye contact.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

8. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: THE TILTED HEAD

Ask: When listening to a patient, what does tilting your head indicate?

Preferred Answer: Sincere interest in the patient.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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Ask: How can this body language cue improve patient care?

Preferred Answer: Physically helps you to better understand the patient.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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9. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: CROSSING YOUR LEGS TOWARD THE PATIENT

Ask: What does crossing your legs toward the patient communicate?

Preferred Answer: It is a sign of friendliness and patient acceptance

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

Discuss: How can this body language cue improve patient care?

Preferred Answer: This body language cue communicates that you are interested in the patient and leads to a positive experience.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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10. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: FACING THE PATIENT

Ask: What does facing the patient communicate?

Preferred Answer: This gesture communicates acknowledgement.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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Discuss: How can this body language cue improve patient care?

Preferred Answer: This body language cue communicates that you recognize and value the patient.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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11. RESUME VIDEO AND THEN STOP after: Encoding Proper Body Language Cues Improves Patient Care

Discussion Point: THE GENUINE SMILE

Ask: What does the genuine smile communicate?

Preferred Answer: Sincerity and likeability.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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Ask: What distinguishes a genuine smile?

Preferred Answer: A sincere smile involves the whole face and will cause wrinkles to appear around the eyes.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

Discuss: How can this body language cue improve patient care?

Preferred Answer: The genuine smile establishes friendliness and can help the patient on the road to recovery.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

12. RESUME VIDEO AND THEN STOP after: The Review

Discussion Point: THE CHALLENGE FACING HEALTH CARE

Ask: What challenge does the Healthcare industry face today?

Preferred Answer: Managing business efficiency with the best patient care possible.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

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Discuss: The benefits of providing excellent bedside manners?

Preferred Answer: Experience shows that doctors who display a positive bedside manner build their practices faster and maintain their patients longer.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:

Discuss: How can patient care and office management be balanced?

Preferred Answer: Office efficiency can be maintained while creating a positive healthcare experience. Learning necessary body language cues can help create a positive patient experience.

Facilitator Note: Use a flip pad or marker board to post answers.

NOTES:
