EXERCISE 14: INTERPERSONAL COMMUNICATION SKILLS

Skills: 10 points

Objectives:
1. Demonstrate appropriate professional interpersonal skills and cultural sensitivity when placed in simulated circumstances that are similar to that which may occur during a student's clinical rotation or employment.
2. Fairly and objectively critique fellow student's role playing skills and identify strengths and weaknesses in their communication skills.

Discussion

Two types of skills are needed when dealing with patients: interpersonal and cultural sensitivity.

Interpersonal skills include: verbal, listening and non-verbal skills such as body language. Age specific communication skills are included as a separate skill set.

Cultural sensitivity includes addressing the potential problems which may arise due to an individual’s values, traditions, practices, customs, beliefs, or religion.

The Joint Commission requires all healthcare workers to have training in both types of skills. Please refer to unit 9 for a review of age specific care.

Instructions

The class may be divided into groups. Two students in a group will be assigned a particular role to play. One student will be the "phlebotomist" the other student will be the “patient” to interact with. The other students in the group will critique the communication skills of the student playing the "phlebotomist" according to the criteria listed on the recording results form.

Please take this exercise seriously. Valuable information can be obtained from your fellow students and instructor about your communication strengths and weaknesses. More problems are created in the work place by an individual's inability to communicate in an appropriate manner than anything else. Many times individuals do not realize that their body language, tone of voice and choice of words are irritating or rude.

When you write the critique of your fellow student be as objective as possible. Do not allow personal feelings, likes, dislikes or emotions to influence your criticisms. You are in a position to be of great help to your fellow student by providing an unbiased evaluation of their communication skills.

When you receive the critique of your performance back do not view it as a personal attack. These criticisms are meant to help guide you to correct problems in your communication skills which may cause difficulties during your clinical rotation or in your place of employment.

If there is time, a discussion will follow each role playing activity.
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Name of Phlebotomist__________________________________________

Name of Interactive Party______________________________________

Your Name___________________________ Date_____________________

Critique of Communication Skills

Please check all categories that apply for each of the qualities listed below.

1. **Bedside Manner**:  
   ___ a. Pleasant  
   ___ b. Professional  
   ___ c. A bit unprofessional  
   ___ d. Confident  
   ___ e. Overconfident  
   ___ f. Not confident  
   ___ g. Warm, friendly  
   ___ h. A bit cold  
   ___ i. Appropriate greeting  
   ___ j. Inappropriate greeting

   Other:

2. **Tone of voice**:  
   ___ a. Professional but soothing  
   ___ b. Professional but cold  
   ___ c. Professional, neutral as to tone  
   ___ d. Slightly unprofessional, tendency to patronize  
   ___ e. Slightly unprofessional, tendency to irritate

   Other:

3. **Choice of words - the words chosen for the situation was**:  
   ___ a. appropriate for the situation at hand  
   ___ b. slightly inappropriate because:

4. **Facial gestures exhibited (nonverbal communication)**  
   ___ a. compassionate smile  
   ___ b. fake smile  
   ___ c. professional but unexpressive  
   ___ d. distracted  
   ___ e. worried  
   ___ f. indifferent

   Other:

5. **Eye contact**:  
   ___ a. good eye contact during the role play  
   ___ b. a little eye contact during the role play  
   ___ c. failed to maintain eye contact during the role play

   Other:
6. **Posture**
   - a. erect but relaxed
   - b. erect but stiff
   - c. slightly slouched

   Other:

7. **Zone of comfort**
   - a. too close
   - b. too far away
   - c. left appropriate zone of comfort

8. **Negative body language/distracting behaviors**
   - a. rolling eyes
   - b. deep sighs
   - c. crossed arms
   - d. chewing gum
   - e. fiddling with pens/papers
   - f. squirming
   - g. foot tapping
   - h. wrinkled forehead
   - i. yawning/stretching
   - j. None observed

   Other:

9. **Listening skills:**
   - a. concentrates on speaker
   - b. uses the silent pause wisely
   - c. interjects phrases at appropriate times to let speaker know they are listening
   - d. verifies the conversation with feedback
   - e. senses nonverbal signs and ask for clarification ("you look worried...").
   - f. Listens for true meaning of the message, not just to the words.
   - g. Maintains eye contact to communicate interest.
   - h. Paraphrase the idea or conversation to assure complete understanding.

10. On a scale of 1-10, I would award this phlebotomist a ________.

11. List one strength and, if appropriate, one weakness of the interaction you observed. Include an explanation of why a score below 10 was given (if applicable).

    **Strength:**

    **Weakness:**