

EFFECTIVE COMMUNICATION IN THE CLINIC.

- Use positive, open body language
 - Smile and be friendly
 - Sit facing your client
- Use plain language
 - Avoid medical jargon
 - Avoid acronyms
- Focus on what the clients wants. What are their expectations, ideas and concerns?
- Is the client doing most of the talking?
 - If yes, this is a sign of motivational interviewing
 - If no, reflect on whether you have gone into advice-giving mode. Pause and explore with your client what they could try moving forward. We're aiming to develop their strengths
- Honour the client's autonomy
 - Ask permission to share information eg. "Could I make some suggestions of things that I find useful?", "Would it be ok if I shared some information about the options?"
 - If the client doesn't want to discuss an issue, that's ok too. Ask permission to revisit it at another time
- Prioritise key points and repeat key messages
- Use the 'teach back' method
 - Gently ask the client to tell you the key takeaway points or suggested advice (ie. What they've understood from the session)
 - Fill in any missing information