

## **CHAPTER 5 INTERPERSONAL SKILLS**

### **Knowledge review answers**

1. NVC = non verbal communication

- body language
- gestures
- limb movements
- head nods
- facial expressions
- written communication (letters, faxes etc)

2. Two types of questions are:

- Open questions: these are used to start a conversation and to gain information. They usually start with 'W'; what, where, why, when, who, which and how. You can also use, tell, explain and describe.
- Closed questions; these are used when:
  - i. only a short response of one or two words are required
  - ii. used to confirm or establish information, e.g. how often do you take your medication?
  - iii. close rambling and talkative clients, e.g. Is that comfortable?

3. Different methods of communication are:

- Appointment book
- Record cards

- Messages
- Text
- Posters
- Price lists
- Notices
- Faxes
- Letters
- Memos
- Verbal: -
- Talking
- Telephone
- Body languages: -
- Signals
- Facial expressions
- Hands signals

4. Effective communication skills are also important when using the phone, this is an aspect often neglected when addressing communication yet it is part of the day-to-day running of any business. Often the telephone will be the first point of contact with a business and the opportunity to make a professional first impression.
5. **Nervous:** Ask the client about how they feel, if they are obviously nervous. Why are they nervous? Is it because they have never had the treatment before (apprehensive, fear of the unknown) have had an unpleasant experience, you are a

new therapist treating them. It could be that they are natural of a nervous disposition. Talk quietly and calmly Explain every procedure thoroughly (as always) and reassure the client throughout treatment. Why are boundaries important?

**Introverted/shy/reserved:** The client may be shy or naturally reserved. Do the talking, but don't over do it. Ask open questions to try and draw them out. Make sure you check that they are satisfied with their treatment and give them the opportunity to ask questions.

**Extrovert/pushy:** Don't let the client take over and tell you what to do. Remember you are the expert. Be firm and assertive. If the client is chatty use closed questions and if necessary limited the conversation.

**Angry:** Take the client away from public area and sit down. Why is the client angry, this is the first area to address. Let the client do all the talking. Is it then something that you can resolved easily or will you need to negotiate. Again don't be bullied. There are a few clients with genuine reason to complain, sadly there are others who are out to see what they can get!

6. Because you are not qualified to do so. (You should not offer professional or specialised counselling unless you have professional trained).
7. Hygiene: environment clean and tidy,  
Preparation: clean towels and linen, access to products for treatment,

Noise levels: appropriate music

Lighting

Aroma

Adequate ventilation (circulation of air and no drafts)

Humidity

Temperature - 20°

8. Heart conditions, High blood pressure, heart valve defects, diabetes, epilepsy, cancer, infectious skin diseases, high temperature/fever, unknown swellings, swollen glands, (pregnancy), hepatitis, blood diseases, (AIDS), recent surgery (where applicable), embolism, phlebitis, thrombosis, any dysfunction of the nervous system, post natal (6weeks) any general infection, viral, bacterial, fungal.
9. So that you can see what the therapist has used during treatment. If the treatment is successful these can be used again, and avoided if unsuccessful (especially if there is a contra action). Retail purchases can be monitored to ensure stock is available and to link sell to additional products at a later date.
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