Communication Skills

1. First determine the purpose of the communication.

2. Establish the appropriate boundaries.

3. The primary goal of clinical communication skills is to *establish a relationship that is caring and nonjudgmental.*

   This may be all that you have to do.

4. Why are clinical communication skills important?

   To “uncode” or “decode” coded messages.

5. What are clinical communication skills?

   1. Attending behavior

      Body position, eye contact, etc.

   2. Responding to *content*

      (Mirroring, Paraphrasing, Reflecting)

   3. Responding to *emotion*
4. Open-ended questions
THE PROCESS OF COMMUNICATION

Client Speaking

“I’m having some trouble in my marriage.”

Counselor Responding

1. Attending
2. Response to Content
3. Response to Emotion
4. Open-Ended Questions
II. Supplemental Readings

III. Questions for Discussion

1. Provide one example of Responding to Content, Responding to Emotion, and Open-Ended Questions.
2. Explain the importance of “Attending”.
3. Explain the difference between “Open-Ended Questions” and “Closed-Ended Questions”.
4. Why are basic communication skills used?