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KEMENTERIAN KESIHATAN MALAYSIA



Communication Masterclass

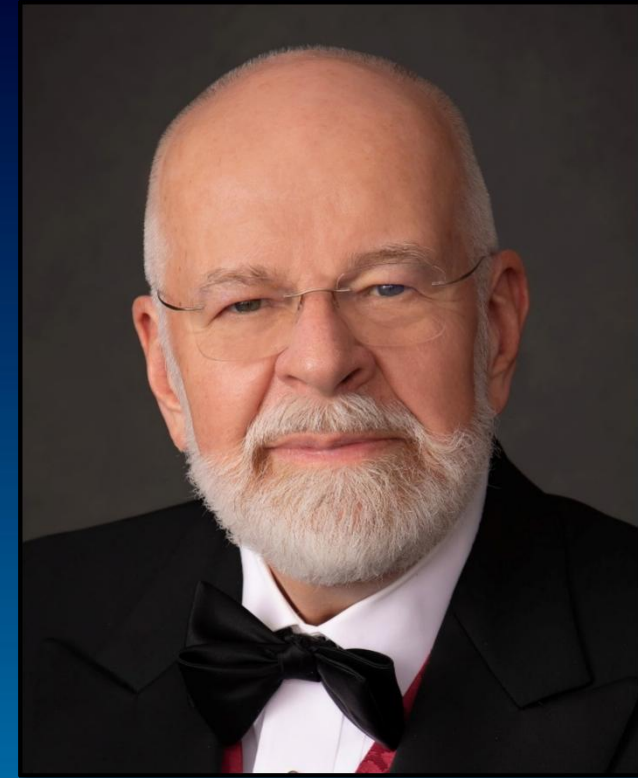
How to Teach Difficult Conversations

Welcome, Introductions



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Planning to Teach...

Planning to Teach

**What concepts should go into
planning a communications session
or course ?**

**What thoughts you've had
about being a better teacher ?**

**What is the most important
component of effective teaching ?**

**What is a very important strategy
to teach about communication
with patients & families ?**

Teaching Challenge...

**Your chairman asks you to train new faculty
to be more effective communicators,
especially with difficult conversations...**

**What do you need to do
to develop a course
to meet your Chairman's request ?**

Breakout group discussion, 20 min

**Large group report back,
2 min per group, 10 min**

Preparing the Course

Core Concepts...



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Preparing the Course Core Concepts...

How Adults Learn...



What are Characteristics of a Positive Learning Experience...

What are Characteristics of a Negative Learning Experience...

Know How People Learn

- **Memory:**
Short → intermediate → long-term
- **3 major facts / hour**
- **Information retention per unit time**
10 minutes new information
2 minutes rest to process it

Establish Goals of Education Program (Dixon 6)

1. Awareness / Attitudes

2. Knowledge

3. Skills

4. Behavior

Change Experience

5. Patient / Family

6. Organization / Society



Active teaching methods

- **Interactive lecture**
Questions, polls
- **Case studies**
- **Role-plays**
- **Facilitated discussions**
- **Use of videos**
- **Other visual aides**
- **Participation**

What is the Average Retention from a Didactic Presentation ?

10 %

15 %

25 %

35 %

Group Learning

Retention ?

1. Awareness / Attitudes



2. Knowledge

3. Skills

4. Behavior

Change Experience

5. Patient / Family

6. Organization/Society

Lectures 10 %

**What is the average retention
1 week after a didactic presentation
when there is not reinforcement ?**

0 %

10 %

20 %

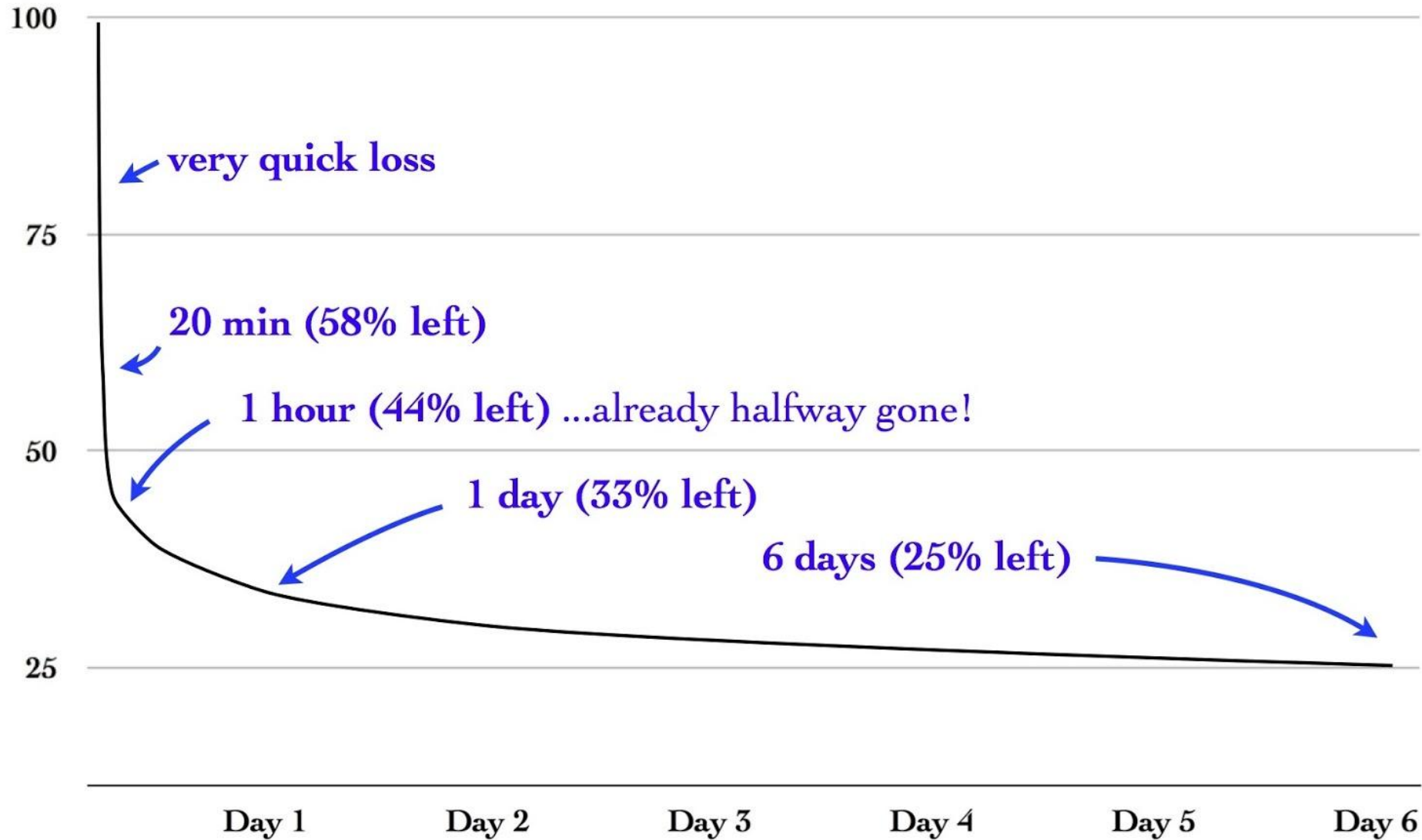
35 %

Incorporate Ongoing Repetition

**If you don't repeat / reinforce within 1 week,
retention is close to 0 %**

Ebbinghaus' Forgetting Curve

(How much of something do we forget each day?)



What is the average retention from Case-based discussions ?

10 %

15 %

25 %

35 %

What is the Average Retention from Role Plays ?

10 %

15 %

25 %

35 %

Group Learning

1. Awareness / Attitudes
2. Knowledge
3. Skills
4. Behavior
- Change Experience
5. Patient / Family
6. Organization/Society



Retention ?

Lectures 10 %

Small-group Cases 25 %

Role-plays 35 %

Apply Principles of Learning in Healthcare

- Practical
- Participation
- Multiple demands

Hank Slotnick, PhD, North Dakota

Plan Your Course...

Begin with the end in mind...



Know Your Audience

- Educational needs assessment

What is their current level of
knowledge & skills ?

Doctors

Nurses

Counselors

What do they want to learn ?

Planning

- **Clearly state the question that you are answering**
- **Identify the level of audience background in the topic**
- **1 Main point**
 - 2 – 3 Supporting points
- **Outline organizational structure**

Less is more !

Use Active Learning Styles

- Slides (visual learners)
- Videos, change the pace
- Cases (practical)
 - Contrasting cases
 - Simulated patients
- Ask questions / use reflection
 - Rhetorical (no answers)
 - Polls, use Chat
- Apply & practice in breakout groups, e.g., discussions, role-plays



Incorporate Contrasting Cases

**What are
some examples
in Oncology or
Palliative Care ?**



Encourage Personal Reflection



Live Presentation Skills...



Remember, Education is Theater !

Presentation Effectiveness =

60 – 30 – 10

**During a presentation, what is responsible
for 60 % of your effectiveness ?**

Content

Emotional Commitment

Physical Presence

**During a presentation, what is responsible
for 30 % of your effectiveness ?**

Content

Emotional Commitment

Physical Presence

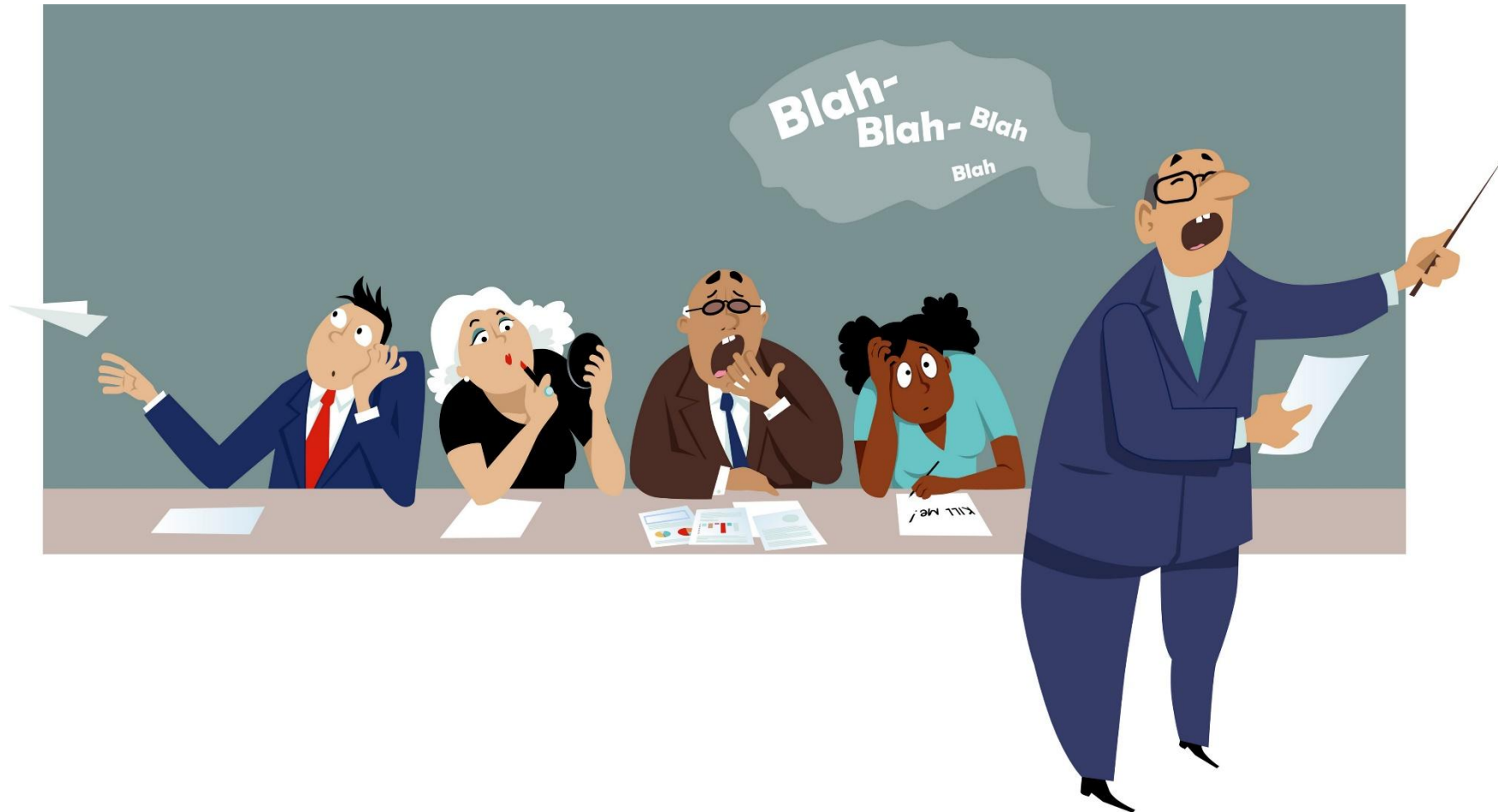
Presentation Effectiveness = 60 – 30 – 10

60 % – Physical presence

30 % – Emotional commitment

10 % – Content

Ensure Faculty Use Effective Presentation Skills...



Physical Presence (60 %)

- **Movement**

- **Body / dress**
- **Hands**

- **Voice**

- **Tone**
- **Volume**
- **Speed**

- **Eye contact**



Model & Inspire Emotional Commitment (30 %)

- **Opening Grabber**
- **Knowledge**
- **Passion**
- **Succinct closing**



Constructing a Role-Play...

Role Play Techniques

- Fishbowl
- 1, 2
- 1, 2, 3
- Addition of an observer

Sample 1, 2 Role Play...

**Constructing a role
for Communicating Prognosis...**

1. Patient

- You have pancreatic cancer
- Diagnosed 4 months ago;
weight loss 10 kg in the last 2 months
- You are not able to do your usual hobbies or housework;
you need some assistance with personal care
- Doctor, “ How long do I have... I want to attend
my child’s graduation from school in 6 months...

2. Doctor

- **Your patient has pancreatic cancer diagnosed 4 months ago**
- **Now you have found multiple metastases to his / her liver and large mediastinal lymph nodes**

Construct 1 Patient / Clinician Role Play

Breakout Groups, 20 min...

Break, 10 min



Process to Facilitate a Role Play...

1. Introduce yourself, the topic, the process
2. State the goal(s) for the session
3. Select players for the role-play
4. Assign roles to observers
5. Give each player their role, maintain mystery
Give them time to absorb their roles
6. Predefine time for the role-play

Process to Facilitate a Role Play

- 1. Run the role-play**
- 2. Facilitate a discussion about the concepts brought out by the role-play**
- 3. Summarize key points related to the goal(s)**
- 4. Invite effective feedback from observers**
- 5. Thank the participants**

Effective Feedback...

Do you enjoy receiving feedback ?

What if it is negative feedback ?

**When someone is giving you
feedback... What do you expect ?**

What do you hope for ?

Why is Feedback So Difficult ?

**Did your mother tell you,
“ If you can't say something nice,
don't say anything at all ” ?**

**How are you feeling about your
presentation...**

Are you open to feedback ?

- 1. Focus on a **behavior****
(not a personal characteristic)
- 2. Describe the **impact** of the behavior**
on a situation
- 3. Suggest how to change the behavior**
to optimize the situation (**preference**)
- 4. Describe how the alteration will**
impact / improve the situation

What's the take-home ?

No ' but's ' !

Less is More !

Keep it simple and brief, 30 – 60 seconds



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Practicing Role Plays...

Practice Facilitating Role Plays...

- 1 participant facilitates the role play
 - 2 players
Clinician & patient
 - 2 – 3 observers
- Goal:** set up, run & debrief role play, 20 min
- 5 min setup
 - 5 min run role-play
 - 5 min practice feedback
 - 5 min debrief the role play

Let's go into Breakout Groups...

40 minutes, 2 role play, 20 min each...

Welcome Back

Comments, questions...

Session Evaluation...

Surprises...

Challenges...

1-Key Take-home Message...

3 – 5 words...

Teaching Difficult Conversations

Use active teaching & debriefing techniques
to enhance retention