

Activating previous knowledge – providing information
Short description
Group activity. Activate previous knowledge by answering the questions and sharing the answers in mind maps.
Duration: 15 minutes
Learning goals
<p>The student</p> <ul style="list-style-type: none"> describes the characteristics of a shame free environment and how to establish that selects and describes effective communication techniques to provide information to clients with limited HL
Materials
<ul style="list-style-type: none"> Large white sheet of paper Markers
Instructions
<p>Make a mind map about these subjects in a subgroup. Write down as many answers as possible on each question for 4 minutes. Exchange and discuss your results with another group.</p> <ul style="list-style-type: none"> ■ Question 1: What can you do to create a shame free environment? ■ Question 2: What are the adequate communication skills you should use in providing information to clients with limited HL?
Tips for supervisors

WHAT CAN YOU DO TO CREATE A SHAME FREE ENVIRONMENT?

- Be aware that 1 out of 3 clients could have limited HL
- Be aware of 3 levels of HL: functional, interactive and critical HL
- Don't judge immediately when a client isn't on time
- Adjust your website to a B1 level (plain language). Add the 'reading out loud' functionality
- Show pictures/pictogrammes close to the information in all your written communication
- Make the entrance of your practice/ clinic easy to find and welcoming
- Invite clients when it is their turn to enter
- The assistant/physiotherapist is attentive, friendly and helpful
- Make eye-contact, speak slowly, don't be rushed, use normalising statements
- Etc....

What are adequate communication skills you should use in **PROVIDING information** to clients with limited HL?

- Be aware that 1 out of 3 clients could have limited HL.
- Ask what the client already knows about his condition
- Do not presume basic knowledge of the body
- Use short sentences and simple words
- Speak to the point (not too much information or side steps from your message)
- Be concrete, use examples from client's ADL

What are adequate communication skills you should use in **PROVIDING information** to clients with limited HL?

- Avoid sayings and expressions
- Connect to the client's language use
- Use images (not self-drawn)
- Check understanding (teach -back)
- Stimulate asking questions in the right way

References

Lectures:

- General communication skills
- Role of PT to apply HL
- HL on Micro level
- Providing information