

General communication interview	
Short description	
<p>During an interview with we will practice basic communication skills a.o.:</p> <ul style="list-style-type: none"> • Asking open and closed questions • active listening • paraphrasing • summarizing • (non)verbal reactions <p>We will study and practice (non-)verbal behavior and experience the effect communication techniques might have. In the meanwhile, we will get to know each other a bit better.</p>	
Duration: About 30 minutes	
Learning goals	
<p>The student</p> <ul style="list-style-type: none"> • Can select and vary with different communication techniques • recognizes the (non-)verbal behavior of the peer student • recognizes the effect of different techniques in a conversation 	
Materials	
<p>For each group, a set of nine little cards with the following assignments:</p> <ol style="list-style-type: none"> 1. Ask as many 'open' questions as possible 2. Regularly 'change position' 3. Regularly paraphrase: "So you mean So, if I understand you correctly..." 4. Occasionally interrupt the other person 5. Ask choice questions ("Would you like ... or ...?") and multiple questions (several questions in a row, e.g. "Do you like to go on holiday and what kind of holiday do you like and with whom do you go away?") 6. Ask as many 'closed' questions as possible 7. Barely look at the other person or look at a particular body part or aspect of the other person's clothing. 8. Ask at least 3 'why' questions. 9. Touch the other person every now and then during the conversation. 	
Instructions	
<p>Introduction: You have studied different communication skills. Do you recognize them in an interview by the effect of this intervention? Assignment: Every student will interview another person for two minutes. We make groups of four people. One interviewer, one interviewee and two observers.</p>	

The interviewers get a note (made by the teacher in advance) with assignments about the way of interviewing. The observers pay attention during the interview and try to find out what the assignment was. After the brief interview they will explain what they have seen in concrete behavior and what the effect of this was.

A) You will get 5 minutes of preparation time to think of a few topics you want to ask the other person about. If you already know each other a little, take some time to think of some questions about things you do not know yet. For example:

- what was your favorite children's book?
- what would you like to be if you did not study physiotherapy?
- describe what kind of place you are from
- describe what your life will be like in 5 years time or.....

B) The teacher indicates each round what the topic of discussion is. For example, sports, family, parties/ festivals, leisure, pets, music, jobs, living, book, or movie.

C) More in-depth topics: personal qualities, annoyances, wishes for the future, what does a good/ difficult day look like?

Reflection

Discussion afterwards: Ask every group to share what they noticed from the different assignments. Ask them as well when they could use this kind of intervention in physiotherapy. For example, when you constantly look at your computer, you avoid eye-contact. When you touch a patient without asking, it might be unsafe. When you give a summary, the other knows you were listening.

Tips for supervisors

As a physiotherapist it is important to use the right communication technique at the right time. More examples:

- start with open questions so you will notice the kind of language your patient uses
- in a professional conversation you must summarize more often than in a conversation with friends

References