Communication as the Key To Clinical Reasoning

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Keys To Effective Communication

• What you must understand:
  – How the other person wishes to communicate with you.
  – What motivates the other person.

• What you can influence:
  – Your intention
  – Communicate with the other person in a style that creates rapport and is motivates him/her.
Communication Stats

**Words** 7%

**Pace & Tone of Speech** 38%

**Body Language** 55%

**RECOGNIZING SIGNALS**

- Volume
- Pace
- Inflection / Tone
- Body language
Theoretical: A focus on being an expert and a desire for continual learning.

Motto: “To not know is bad. To not want to know is unacceptable.”
MOTIVATOR DEFINITIONS

Utilitarian: Focused on getting the highest and best uses out of time, energy and resources.

Motto: “What’s the ROI?”

MOTIVATOR DEFINITIONS

Aesthetic: A passion for balance, harmony or self-expression.

Motto: “Perfect isn’t good enough.”

MOTIVATOR DEFINITIONS

Individualistic: Focused on personal accountability and seeking opportunities to lead.

Motto: “If it’s meant to be, it’s up to me.”
MOTIVATOR DEFINITIONS

Traditional: Follows a set of principles to guide their life – my rule book for living.

Motto: “There is a right way, and a wrong way.”

MOTIVATOR DEFINITIONS

Social: Selfless contribution to others; giving is it’s own reward.

Motto: “Unless life is lived for others, it is not worthwhile.”

MOTIVATOR DEFINITIONS

Theoretical: The focus on being an expert and desire for continual learning.

Social: The desire to help and be of service to others without personal return.

Individualistic: The focus on personal accountability and opportunities to lead.

Utilitarian: Focused on getting the highest return on investment of time, energy and resources.

Aesthetic: A passion for balance or self-expression, or pursuit of perfection.

Traditional: To follow a set of principles to guide my life – my rule book for living.
3 Steps To Connecting

1. Check your intentions.

2. Identify the other person's communication style and modify your own style accordingly.

3. Listen to understand what that person's underlying motivators and align yourself with what matters most to the other person.

Only those who will risk going too far can possibly find out how far one can go.

~ T.S. Elliot