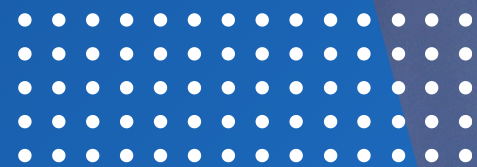




# BUILDING INTERPERSONAL COMMUNICATION SKILLS IN HEALTHCARE

March 2025  
Kate Agar



# INTERPERSONAL COMMUNICATION SKILLS

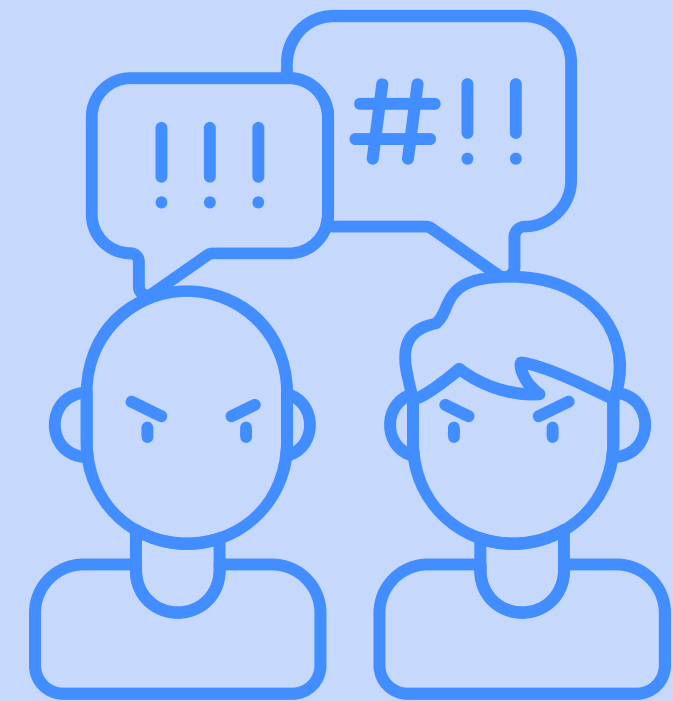
ACTIVE LISTENING



TRUST AND RAPPORT



DIFFICULT  
CONVERSATIONS





# ACTIVE LISTENING



## PAYING FULL ATTENTION

Avoid distractions, maintain eye contact, and show that you are engaged.



## REFLECTIVE LISTENING

Restate what the speaker has said in your own words to show understanding.



## NON VERBAL CUES

Use open and relaxed body language to show that you are approachable and attentive

# ADDITIONAL TIPS



**Avoid interrupting:** let the speaker finish their thoughts before responding



**Empathy:** show empathy by acknowledging the speaker's feelings and perspective



**Patience:** be patient and give the speaker time to express themselves fully

A photograph of a white paper napkin with blue cursive handwriting. The words 'listen with empathy' are written across three lines. A silver pen is visible on the right side of the napkin, and a white cup containing brown liquid is partially visible on the left. The background is a green textured surface.

listen  
with  
empathy



# BUILDING TRUST AND RAPPORT



## TRUST

Trust is the firm belief in the reliability, truth, ability, or strength of someone.

## RAPPORT

Rapport is a harmonious relationship in which the people or groups concerned understand each other's feelings or ideas and communicate well.

# BUILDING TRUST AND RAPPORT





# STRATEGIES FOR BUILDING TRUST



## CONSISTENCY AND RELIABILITY

Ensure that you keep your commitments and follow through on what you say you will do.



## EMPATHY AND UNDERSTANDING

Demonstrate that you genuinely care about the patient's well-being.



## OPEN COMMUNICATION

Communicate openly and honestly with patients about their condition, treatment options, and any potential risks.

# ADDITIONAL TIPS



**Be respectful:** show respect for the patient's values, beliefs, and preferences.



**Maintain Confidentiality:** Ensure that patient information is kept confidential and only shared with those who need to know.



**Be Approachable:** Create a welcoming and approachable demeanor to make patients feel comfortable.





# HANDLING DIFFICULT SITUATIONS



## PREPARATION AND PLANNING

Ensure you have all the necessary information before the conversation.



## STAYING CALM AND COMPOSED

Stay calm and composed, even if the conversation becomes challenging, maintain a steady tone of voice.



## EFFECTIVE COMMUNICATION

Use the language that is easy to understand. Provide support and offer options to help.

# ADDITIONAL TIPS



**Be patient:** allow the other person to process the information. Do not rush the conversation.



**Follow Up:** offer to follow up with the person to address any additional concerns or questions.



**Seek support:** seek support from others on your team when necessary.

Difficult?

Yes!

Impossible?

No!

# PROGRAMS AVAILABLE TO IEHPS

## OSLT - Occupation Specific Language Training

- 15 weeks - 180 hours
- 8 weeks - 40 hours
- 6 weeks - 40 hours

Niagara College, Seneca, and Fanshawe



# ELIGIBILITY CRITERIA

Canadian Language Benchmarks CLB  
level 5-8

Permanent Resident, Convention  
Refugee, Protected Person or  
MOME23 status



# OSLT HEALTH CARE NIAGARA COLLEGE

Tuesday and Thursday evenings

6:30-9:15pm

April 7 to July 19

By the end of the course you will learn to communicate effectively with colleagues, clients, and supervisors in the healthcare workplace setting.

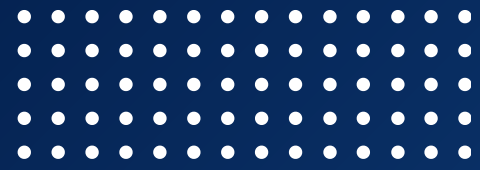
A photograph of a laptop computer on a desk. The laptop screen is the central focus, displaying the words "E-LEARNING" in a bold, white, sans-serif font against a solid blue background. The laptop is silver and its keyboard is partially visible. In the background, there are stacks of books and a window with white curtains, suggesting a study or classroom environment.

E-LEARNING

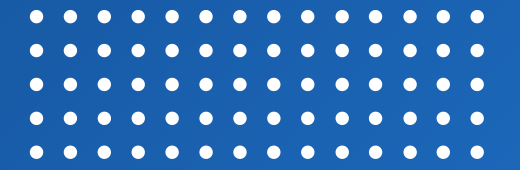
Q & A

Are there any questions?





# THANK YOU



## CONTACT INFORMATOIN

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## OSLT PROGRAMS



## NIAGARA COLLEGE APPLICATION

