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Indian Orthopaedic Association

presents 3rd webinar in Soft Skills Series

Importance of Non-verbal communication in our practice

Tuesday, 26th July, 2022

Time: 9 to 10.30 PM

Experts

Ram Chaddha
Gurava Reddy
Bharat Dave
Vivek Trikha

Facilitators

Dhiren Ganjwala
Tushar Agrawal

To view the webinar click on the link below

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Why this session is important for everyone?

The importance of verbal communication is well recognized. It is easy to understand. It has clear endpoints and is under voluntary control. It communicates our thoughts more than our emotions. In contrast, nonverbal communication is less easy to decode. It operates at a less conscious level, leaks spontaneous cues, and is the channel to communicate attitudes and emotions.

Non-verbal communication is more important than verbal communication because when both are contradictory, non-verbal messages tend to override verbal messages.

Doctors need to understand two components of non-verbal communication. One is received from patients and the second is what doctors send to patients. As doctors, we need to pick up and understand patients' non-verbal cues in their speech patterns, facial expressions, and body posture. In one study, it was proved that patients are carefully observing their doctors during consultations and picking up a range of non-verbal cues. So, we also need to be equally aware of our own non-verbal behaviour. How the doctors use eye contact, facial expression, posture, and movement determine the success of consultations.