

How Does Communication Support Ethical Client-Centered Care?

Facilitator: Pamela Fitch, RMT

AMTA National Conference, Pasadena, CA

8:00 am to noon, Sept. 15th and 16th, 2017 (Same session repeated)

Reference: Fitch, P. (2015). *Talking Body Listening Hands*. Saddle River, NJ: Pearson. ISBN: 0132881373

Learning objectives:

- Use observation as a form of assessment
- Employ effective interviewing skills
- Describe common distortions and barriers to communication
- Connect communication skills to ethical client-centered care

Session Agenda:

Hour 1:

Introductions

- Who am I and why does this session matter?
- Participant check-in regarding practice challenges
- Setting norms for the session

Brief lecture on communication fundamentals used by therapists, journalists and researchers

- What does communication require of us as therapists?
 - Patience
 - Focus – quieting internal “noise”
 - Listening for implications and unsaid realities
- Using observation as a form of assessment
 - Body language
 - Diversity
 - Generation
 - Ability
- Communication techniques that hardly ever fail
 - Open and closed questions
 - Prompts
 - Paraphrases

Small group challenge

Hour 2:

Large group discussion and discoveries

Brief lecture on how communication strategies can help solve ethical dilemmas

- What makes an ethical dilemma challenging?
 - What appears outwardly usually masks unspoken or unacknowledged circumstances
 - Ethical dilemmas involve both parties attitudes, beliefs and values
- How might the skills that you have learned help you solve the dilemma?
 - Clarifying
 - Perception checking
 - “I” statements

Small group challenge

Hour 3:

Brief lecture on advanced communication techniques, common distortions and barriers to communication

- When to use “I”, “We” and “You”
- Mirroring and validating
- Owning problems and finding solutions through “I” statements

Small group challenge

Large group discussion and discoveries

Hour 4:

Brief lecture connecting the dots between communication, ethical decision-making and complex care

- Refusing to provide care - respectfully and compassionately
- Accepting to provide care - under specific conditions
- Providing care at end of life

Small group challenge

Large group discussion and discoveries

Conclusions

About the presenter:

Educator, writer and long-time practitioner, Pam consults and advocates for the profession both nationally and internationally. Pam has taught workshops across Canada, the US and Hong Kong, including the AMTA National Convention in 2015. Pam co-wrote a seminal article on trauma published in the MT Journal that later became an AMTA continuing education course to assist massage therapists in supporting clients living with trauma issues. Her work explores professional and ethical challenges, communication and the therapeutic relationship.

For more information: www.pamelafitch-rmt.com