

# **BEHAVIOURAL SCIENCES**

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**BS RIT,OTT  
1<sup>ST</sup> SEMESTER  
DR DANISH**

# Non-pharmacological interventions(NPIs) in clinical practice

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- Communication skills
- Counselling
- Informational care
- Handling difficult patients & their family
- Breaking bad news



# Communication Skills

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- Effective communication is a **vital clinical skill**.
- Builds **trust** and enhances **doctor–patient relationship**.
- Helps in accurate diagnosis and better treatment outcomes.
- Responsibility for clear communication lies with the **physician**.

# Key components of communication skills

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- **Attending and Listening**
- Focus fully on the patient.
- Avoid distractions (e.g., phone calls, eating).
- Create a quiet, private setting for conversation.
- *Example:* Sit near the patient and give undivided attention.

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- **Active Listening**
- Goes beyond just hearing — understand both **words and feelings**.
- Includes **linguistic** (spoken words) and **paralinguistic** (tone, pauses) cues.
- Pay attention to **body language** and non-verbal signs.
- *Example:* “I notice you look worried today — is something bothering you?”



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- **Non-Verbal Communication**
- **Body language cues:**
  - Facial expressions, gestures, posture, eye contact.
  - Maintain open body posture, lean slightly forward, and smile gently.
- **Helpful factors:** attentiveness, empathy, nodding, maintaining privacy.  
**Hindering factors:** distraction, judgmental tone, lack of empathy.

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- **Verbal Techniques**
- **Types of Questions:**
- **Closed-ended:** Yes/No answers (e.g., “Do you have a fever?”)
- **Open-ended:** Encourage explanation (e.g., “What brings you here today?”)
- **Leading questions:** Avoid — they bias answers (e.g., “Don’t you think it’s anxiety?”)
- **Funneling:** Move from general to specific (e.g., “Tell me about your chest pain — where exactly do you feel it?”)

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- **Other Verbal Techniques**
- **Paraphrasing:** Summarize what patient said to confirm understanding.  
*Example:* “So you’ve been feeling tired after short walks — is that right?”
- **Selective Reflection:** Reflect patient’s emotions.  
*Example:* “You felt frustrated because you used to be active before.”
- **Empathy Building:** Show understanding, not pity.  
*Example:* “I can imagine how difficult it’s been to live with this pain.”



# Summary

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- Effective communication = core of non-pharmacological care.
- Key skills: **Attending, active listening, verbal & non-verbal techniques.**
- Leads to better **trust, diagnosis, and adherence.**

Hi!





**THANK YOU**

