

## Non-verbal Communication

Purpose: To assist you in learning to recognize non-verbal cues in hypothetical practice scenarios

Practice name: \_\_\_\_\_ Date: \_\_\_\_\_

1. A prospective LVC patient enters a practice and walks up to the reception desk. She makes direct eye contact with the receptionist, gives her name, and listens intently as she is handed a clipboard and asked to fill out a medical history form. After completing the form, she returns to the desk where she is told to take a seat and she will be called back soon. She then looks at her watch, asks if the doctor is running on time and shares that she was told she would only be at the practice for 30 minutes during this visit. When told that they will get to her as soon as they can, she looks away quickly and her posture is more stiff. She then takes a seat in a chair directly in front of the reception desk, and distractedly leafs through several magazines.

Is this patient happy with the level of service and greeting she has received as a first impression of this practice? Yes/No

What non-verbal signs does she give regarding her experience thus far?

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What might the LVC staff do in response to her non-verbal communication?

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2. A prospective LVC patient sits with his arms folded across his chest during his examination and testing, and responds with 'yes' or 'no' to questions the technician asks. When the doctor enters the room and apologizes for keeping him waiting, the prospective patient responds with a thin smile, keeps his arms folded, and leans his weight back in the chair. As the doctor reviews the procedure and the results of the tests with the prospective patient, the prospective patient's eyebrows are raised, his arms are still crossed about his torso, his eye contact is minimal, and he looks frequently at the back of the exam room door.

Is this patient open to the possibility of moving forward with LVC? \_\_\_\_\_

What non-verbal signs might the technician and doctor have picked up on before beginning their review of his tests?

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How could the technician and doctor have helped the prospective patient be receptive?

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3. During testing and discussion with the doctor, a prospective LVC patient seems relaxed and smiled when the doctor confirmed her LVC candidacy. She asks questions about the logistics of the procedure and the time required, and she nods her head up and down during the discussions. After the testing, she meets again with the LVC counselor, and sits straight forward in her chair so that she directly faces the LVC counselor. The prospective patient smiles easily and is attentive.

Is this prospect ready to make a decision to move forward with the procedure? Yes/No

What signals/cues has she communicated with her behavior that would lead you to this conclusion?

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4. A technician notices a prospective LVC patient in the exam lane who is clasping her hands together and seems pale. When the technician asks her if she feels okay, she shares that she has been thinking about having this procedure for five years and is a bit nervous. During her interactions with the LVC team, she asks questions that seem to focus on what might go wrong during the surgery. When responding to questions, she seems to struggle and stammers through her answers. Her posture is slumped and she makes little eye contact.

What does her body language tell the staff?

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Is she demonstrating readiness to move forward with the LVC procedure?

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What could the staff do to assist this prospective patient?

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5. A prospective LVC patient has had an exam, met with the doctor, and has been told he is physically a candidate for the procedure. Afterward, when speaking with the LVC counselor, the prospective patient appears highly energetic, and sits on the edge of his seat while bouncing his leg. When asked to carefully review the informed consent document, he waves his hand in the air and signs the form within one minute. He looks at his pager, then his watch, and asks if they are almost through. He wants to know if he can have the procedure this Friday.

Is this a reasonable candidate for the LVC procedure? Yes/No

What concerns do you have following the interaction with this candidate?

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