

CONVERSATION THAT HEALS

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Questions to Answer You can find the answers in the Lecture by Dr. McQuellon by following his powerpoint via the slide images. I have put the image slide number next to the place you will find the answers to the questions.

1. Why is healing conversation important? (Slide 3)
2. What interpersonal skills are necessary? (Slide 3)
3. What does the word Veter mean? (Slide 15)
4. What does HEAL mean? (Slide 16)
5. What is Healing Conversation? (Slide 17)
6. Can “healing conversation” be taught? (Slide 20+)
7. What are the Elements of a Healing conversation? (Slide 26)
8. What are necessary interpersonal skills? (Slide 27)
9. Describe Empathy and Empathic Communication (Slides 32+)
10. What are the Do’s and Don’ts of a Healing Conversation? (Slide 39+)

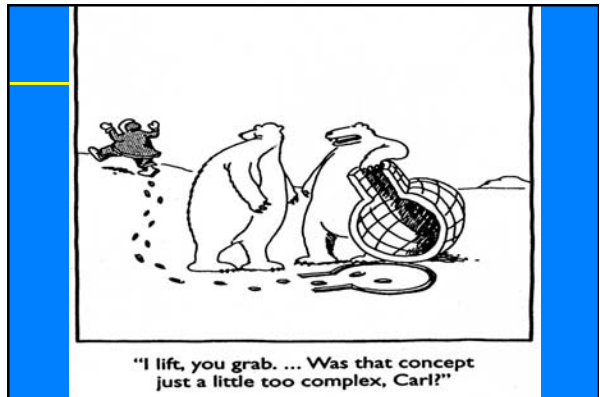
Conversation that Heals

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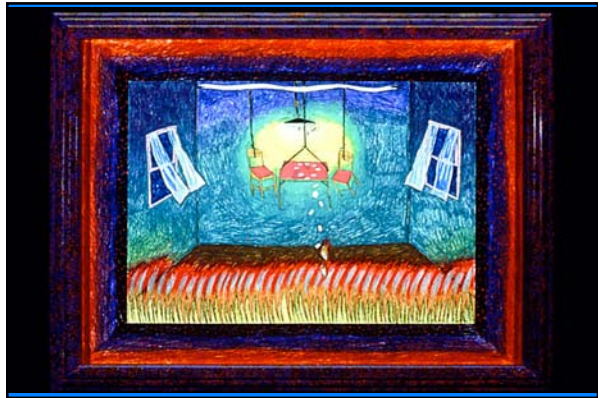
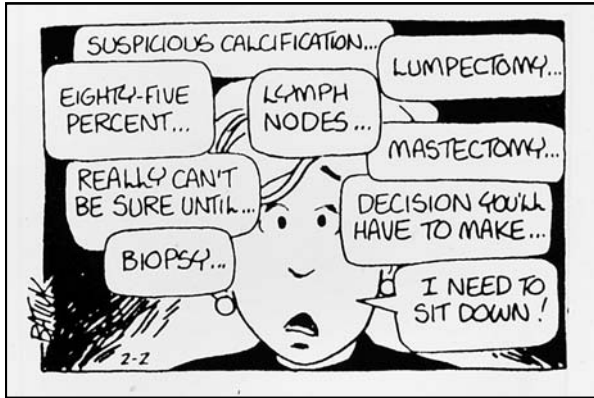
Objectives

- Why is healing conversation important
- What interpersonal skills are necessary
- Illustrate effective and ineffective communication



I know you understand what you think I said but I'm not sure you realize that what you heard is not what I meant.







Conversation

- Con – with
- Vetere – to turn

Heal

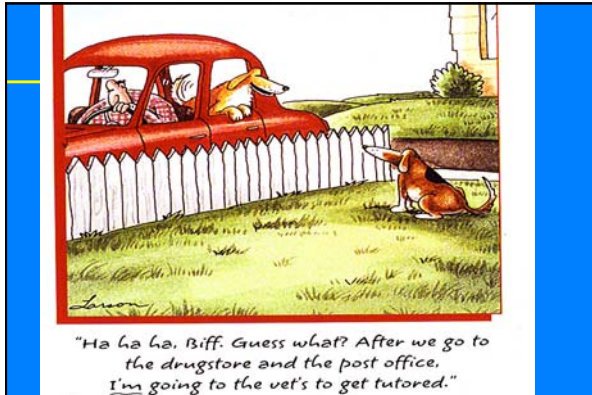
- To make whole or sound
- Restore to health
- Free from ailment

What is Healing Conversation?

A verbal exchange between persons where one or more experience wholeness.

Harmful Words

Reducing cardiovascular stress with positive self-stereotypes of aging. B. R. Levy, J. M. Hausdorff, R. Hencke, and J. Y. Wei. *J. Gerontol.* 55 (4):205-213, 2000.



Can "healing conversation" be taught?

Teaching Medical Students Interactional Skills
Arnold Werner and J. M. Schneider
NEJM, 290, 1232-123789, 1974

Teaching Senior Oncologists Communication Skills: Results from Phase I of a Comprehensive Longitudinal Program in the United Kingdom
Fallowfield, L Lipkin, M Hall, A.
J Clin.Onc.1998;16:1961-8.

Where is conversation first learned?
"Peoplemaking"





Elements of Healing conversation

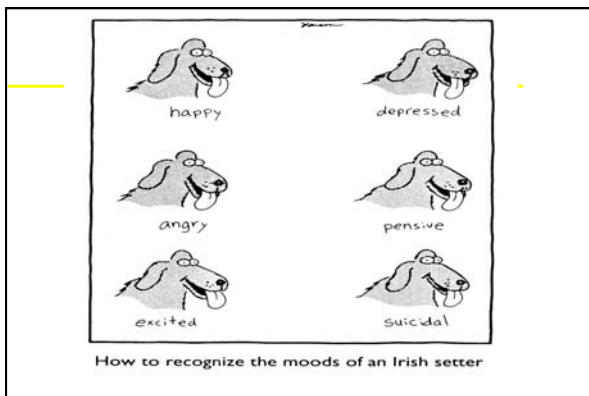
- Social Intelligence
- Disciplined spontaneity
- Interpersonal Skill
- Foundational qualities
 - respect
 - kindness
 - compassion
 - authenticity

Necessary interpersonal skills

- People reading
- Presence
- Empathic reflecting
- Information giving
- Summarizing
- Probing

People Reading 101

Metacommunication





Empathy

Responding with empathy

- Content
- Feeling

Empathic Communication

- Empathic opportunity
- Missed empathic opportunity
- Empathic opportunity terminator
- Empathic response

Suchman, AL, et al. A model of empathic communication in the Medical interview. JAMA;277:81997,678-682.



Cowards die many times before their deaths:
the valiant never taste of death but once.

Shakespeare, *Julius Caesar*
Act 11, Scene 2, Line 32

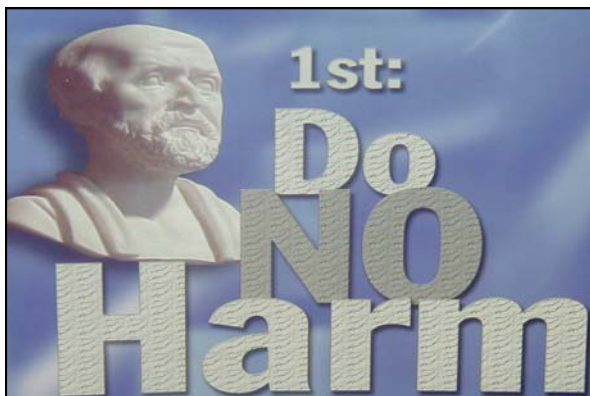
How do we become
“properly empathetic?”

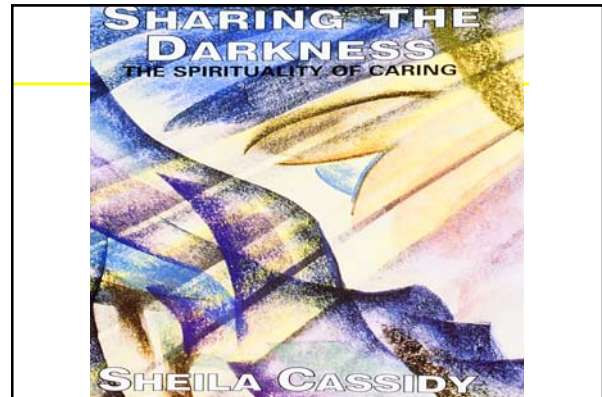
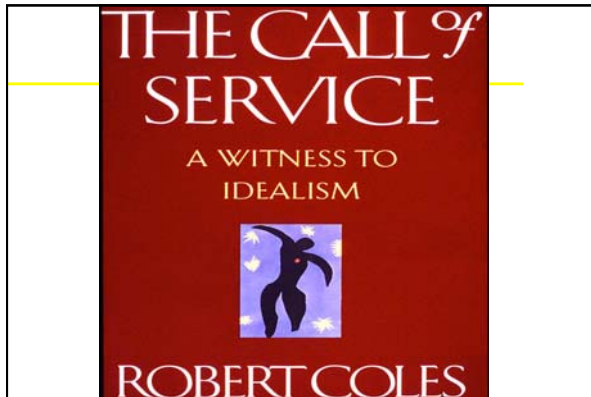
Give sorrow words: the grief that does not
Whispers the o'er-fraught heart, and bids it
break

Shakespeare, *Macbeth*
Act IV, Scene II

Do's and Don'ts
of Healing
Conversation

Do's



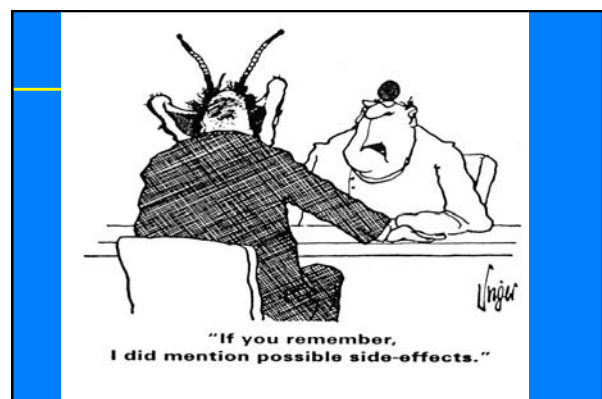


Don'ts

Are you still alive?

Chemotherapy Conversation

“Since I’ve been working here, I’ve learned to take one day at a time... you really can’t live 20 years in the future....I’ve seen too much....”



Counseling in the age of managed care

BALLARD STREET By Jerry Van Amerongen



INVISIBLE
MENDING

Hope is the
thing with feathers,
that perches in the soul,
and sings the tune
without the words,
and never stops at all.
Emily Dickinson

