

Definition & Importance .1

- Interpersonal skills: face-to-face communication using verbal and nonverbal cues.
- Essential for: trust, teamwork, professional success, and patient care.
- Often called *people skills*, *soft skills*, or *success skills*.
- In healthcare, they enable accurate diagnosis, effective treatment, and collaboration.

Why Employers Value Interpersonal Skills .2

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| Longevity in Profession: Reduces burnout, increases job satisfaction | 1. الاستمرارية في المهنة: تقلل من الإرهاق المهني وتزيد من الرضا الوظيفي. |
| Effective Teamwork: Smooth collaboration with nurses, assistants, specialists | 2. العمل الجماعي الفعال: يضمن تعاونًا سلسًا مع الممرضين، والمساعدين، والمتخصصين. |
| Trust & Compliance: Stronger patient relationships, fewer conflicts | 3. الثقة والالتزام: يقوي العلاقات مع المرضى ويقلل من النزاعات. |
| Networking Opportunities: Referrals, partnerships, career advancement | 4. فرص التواصل والشبكات المهنية: يشمل التحويلات الطبية، والشراكات، والتقدم الوظيفي. |
| Career Growth: Promotions and leadership opportunities | 5. النمو المهني: يزيد فرص الترقية وتولي المناصب القيادية. |
| Organization & Efficiency: Minimizes errors, streamlines workflow | 6. التنظيم والكفاءة: يقلل الأخطاء ويسهل سير العمل. |
| Initiative & Problem-Solving: Proactive, empathetic approach | 7. المبادرة وحل المشكلات: التعامل بشكل استباقي وبروح من التعاطف. |
| Leadership Potential: Basis for mentorship and team management | 8. القدرة القيادية: أساس للإرشاد الفعال وإدارة الفريق. |
| Confidence in Practice: Enhances clinical and administrative self-assurance | 9. الثقة في الممارسة: يعزز الثقة بالنفس في المهام السريرية والإدارية. |
| Reputation Building: Good bedside manner earns loyalty and respect | 10. بناء السمعة: الأسلوب الجيد مع المرضى يكسب الولاء والاحترام المهني. |

Key Point: Actively seek feedback from patients, peers, or supervisors to improve interpersonal skills.

Core Interpersonal Skills for Medical Students .3

:Active Listening Skills .1

- .Foundation of patient care
- .Gather accurate info, show respect, and build trust

:Interviewing & Questioning Skills .2

- .Structured questions for complete medical histories
- .Balance open-ended & focused questions
- .Adapt style to each patient

:Empathy Skills .3

- .Recognize & validate emotions
- .Show understanding and compassion
- .Build therapeutic relationships

.Early mastery → foundation for advanced communication & professional growth

Active Listening in Healthcare .4

Importance

- .Listening requires focus, empathy, and engagement—not just hearing
- .Strengthens relationships, reduces misunderstandings, improves problem-solving

Barriers to Effective Listening

:Speaker Factors

- .Physical appearance, speech patterns, social status (may bias listener)
- .Emotional state (anger, excitement) can distract
- .Speech rate (too slow = boredom, too fast = confusion)

:Listener Factors

- .Impatience, interruptions, lack of interest
- .Stress, frustration, preoccupation
- .Personal biases, poor attention span, weak eye contact

:Cultural Note

- .Some cultures prioritize speaking over listening, but active listening is essential for healthcare roles
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Types of Listening .5

Listening for Comprehension: Absorb facts & info (lectures, .1
.interviews)

Listening for Evaluation: Analyze strengths & weaknesses of .2
.arguments

Empathic Listening: Understand emotions & perspectives; crucial in .3
.patient care

.Recreational Listening: For enjoyment (music, storytelling) .4



.Most important in healthcare: Comprehension & Empathic

Table 1: Key Listening Skills (مهارات الاستماع الأساسية)

Examples / أمثلة	Key Points / النقاط الأساسية	Skill / المهارة
Stress-free mind, quiet room, check patient notes	Clear mental distractions, avoid heavy meals, prepare environment, review info	Preparation Skills / مهارات التحضير
Face patient squarely, slight lean, maintain natural eye contact	Use SOLER: Square, Open posture, Lean forward, Eye contact, Relax	Attention Skills / مهارات الانتباه
"Tell me more", "I see", pause for reflection, "What do you mean?"	Open-ended prompts, verbal affirmations, attentive silence, clarifying questions	Following Skills / مهارات المتابعة
"It sounds like you feel frustrated", "So your main concern is..."	Paraphrasing, summarizing, reflecting emotions	Reflective Skills / مهارات الانعكاس
Smile = relief, slumped posture = indifference, soft voice = sadness	Observe facial expressions, gestures, posture, personal space, vocal cues	Body Language Skills / مهارات لغة الجسد

Key Learning Points (النقاط الأساسية للتعلم)

- 1. Listen **silently** to your inner dialogue while fully focusing on the patient.
- 2. Maintain **appropriate eye contact** depending on cultural context.
- 3. Pay attention to **words, tone, and body language** simultaneously.
- 4. Adapt your listening style to **human diversity**, respecting culture, neurodivergence, and

Table 2: Non-Verbal Communication (التواصل غير اللفظي)

Examples / أمثلة	What to Observe / ما يجب ملاحظته	Aspect / الجانب
Furrowed brows + tight lips = pain, smile + relaxed eyes = relief	Six universal expressions: surprise, fear, anger, disgust, happiness, sadness; check brows, eyes, mouth	Facial Expressions / تعابير الوجه
Avoiding eye contact = shame/nervousness; gentle eye contact = empathy	Direction, frequency, length; signals interest, aggression, disengagement	Gaze & Eye Contact / النظر والتواصل البصري
Hand gestures while explaining; fidgeting = anxiety	Intentional (clarify speech) vs unintentional (reveal hidden emotions)	Body Gestures / حركات الجسم
Lean forward = engagement, slouch = tired or disinterested	Reflects feelings; upright = confident, slumped = indifferent	Body Posture / وضعية الجسم
Stand at personal/social distance; avoid intimate zone unless necessary	Intimate, personal, social, public zones; respect patient comfort	Personal Space / المساحة الشخصية
Soft, slow voice = sadness/exhaustion; loud fast speech = anxiety/excitement	Loudness, pitch, rhythm, enunciation	Vocal Cues / الإشارات الصوتية

Table 3: Human Diversity in Listening (التنوع البشري في الاستماع)

Listening Adaptation / كيفية التكيف	Communication Style / أسلوب التواصل	Patient Type / نوع المريض
Allow silence, do not insist on eye contact	Listens quietly, avoids eye contact	Reserved elderly Japanese / مسن ياباني متحفظ
Acknowledge engagement, respond to cues	Nods frequently	Young American / شاب أمريكي
Treat conversation as interactive	Interjects with personal stories	Middle Eastern / من الشرق الأوسط
Give straight answers, minimize interruptions	Prefers direct, concise info	Northern European / من شمال أوروبا
Reduce eye contact pressure, use clear instructions	May avoid eye contact	Neurodivergent patient / مريض عصبي التباين
Face patient directly, speak clearly, use visual aids	Relies on lip-reading	Hard of hearing / ضعيف السمع
Allow pauses without filling silence	Uses reflection pauses	Culture valuing silence / ثقافات تقدر الصمت (e.g., Finland)
Engage actively, interpret overlapping positively	Overlaps speech as enthusiasm	Culture valuing overlapping speech / ثقافات تقدر التداخل الكلامي (e.g., Latin America)

Recognizing these differences allows providers to adapt—by permitting silence, encouraging dialogue, or using visual aids—to ensure effective, respectful communication