

Body Language and Patient Satisfaction: What is the Connection?

The silent language of the body can be yours to master.
-Marvin Karlins, Ph.D.

Actions Speak Louder Than Words

Pay attention or pay the consequences.
-Jo-Ellen Dimitrius

- ◆ The first seven seconds
- ◆ The power of nonverbal communication
- ◆ Interpersonal sensitivity
 - ◆ Measurements
 - ◆ Gender differences?
- ◆ The challenges

Defining the Signals

- ◆ Most to least believable
- ◆ Patterns of behavior- the unusual is important
- ◆ Basic body language
 - ◆ Eye contact
 - ◆ Facial expression
 - ◆ Object language
 - ◆ Space

Defining the Signals (cont'd)

- ◆ Specific signals: a quick review



Responding to Nonverbal Communication: Revealing Yourself

Using positive, nonthreatening gestures

- ◆ Making a great first impression
- ◆ Building Rapport
- ◆ Getting your point across

Responding to Nonverbal Communication: Reading Others


Receiving the signals

- ◆ Asking the right questions
- ◆ Spotting contradictions
- ◆ Dealing with difficult people



Patient Satisfaction

The top three priority index items share underlying themes of "effective communication," "empathy," and relationship building." -2010 Press Ganey Hospital Pulse Report

- ◆ What do **your** patients want?
 - ◆ How can body language contribute to patient satisfaction?
 - ◆ What will you do with this information?
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Suggested Reading List

- ◆ Dimitrius, J., & Mazzarella, M. (1998), *Reading People*, New York: Random House
 - ◆ Hall, J., & Bernieri, F. (2001), *Interpersonal Sensitivity*, Mahwah, NJ: Lawrence Erlbaum Associates, Inc.
 - ◆ Morris, D. (1992), *Babywatching*, New York: Crown Publishers, Inc.
 - ◆ Navarro, J., & Karlins, M. (2008), *What Every Body is Saying*, New York: Harper Collins
 - ◆ Nierenberg, G., & Calero, H. (1971), *How To Read A Person Like A Book*, New York: Pocket Books
 - ◆ Pease, A., & Pease, B. (2004), *The Definitive Book of Body Language*, New York: Bantam Dell
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