

# OVERVIEW OF CONSULTING, COMMUNICATION AND COUNSELLING SKILLS COURSE

A/Prof Goh Lee Gan

## INTRODUCTION

Consulting, communication and counselling are the core skills in the family physician's professional work. In the study units, the essentials of consulting, communicating effectively and with empathy with the patient, and the use of the stages of behaviour change model are revisited. Talking to children, managing the patient with work stress, and counselling the palliative care patient are special situations where uninitiated can encounter difficulty; these topics have also been included.

In the workshops, the mechanics of doing video recording for peer assessment, the effective use of such equipment to record consultations will be the focus of the workshops.

## COURSE CONTENT

The consulting, communication and counselling skills course is made up of the following components. You can choose to participate in one or more parts of it. The CME points that will be awarded are also indicated (subject to approval from SMC).

- κ Distance learning course: 6 points (see below) – each unit earns 1 CME point
- κ Seminars: 2 seminars – each 2 CME points
- κ Workshop: 2 CME points
- κ Reading papers on consulting, communication and counselling: 10 suggested papers – each 1 CME point up to 5 points maximum for the whole CME year.

### Distance learning course

Unit 1 : Consulting Skills (*A/Prof Goh Lee Gan*)

Unit 2 : Communication in Clinical Practice (*Dr Lee Kheng Hock & A/Prof Goh Lee Gan*)

Unit 3 : Behaviour Change (*Dr Tan Yew Seng*)

Unit 4 : Speaking to Children (*Dr Daniel Fung*)

Unit 5 : Stress Management and Counselling (*A/Prof Calvin Fones Soon Leng*)

Unit 6 : Dying and Bereavement (*Dr Angel Lee, Dr Wu Huei Yaw, Dr Koh Nien Yue, Ms Ng Tzer Wee*)

### Unit 1: Consulting Skills

- Consulting as a task
- Consultation models
- Contribution of the models to the consultation
- Skills in making the patient-centred consultation work
- Achieving satisfactory outcomes
- Pitfalls to avoid
- Take home messages.

### Unit 2: Communication in Clinical Practice

- Importance of communicating well
- Understanding verbal, non-verbal and written communication
- Deficiencies in communication
- Towards an effective communication model in the consultation
- Learning communication skills
- Pitfalls to avoid
- Take home messages.

### Unit 3: Behaviour Change

- General principles
- Setting up behaviour changes
- Pitfalls to avoid
- Take home messages.

### Unit 4: Speaking to Children

- The child as the patient
- Importance of speaking to the child
- Consulting skills in the parent, child and doctor triad
- Tips for effective communication with the child
- Pitfalls to avoid
- Counselling the child – what works and what does not?
- Take home messages.

### Unit 5: Stress Management and Counselling

- Stress, health and disease
- Clinical assessment of patients with stress
- Communication skills in stress management
- Counselling skills in stress management
- Pitfalls to avoid
- Take home messages.

### Unit 6: Dying and Bereavement

- The clinical tasks in communicating with the dying and the significant others
- Counselling the dying
- Counselling the impending bereaved and bereaved
- Pitfalls to avoid
- Take home messages.

## FACE-TO-FACE SESSIONS

### Seminar 1: 4 September 2004

2.00pm – 3.30pm

Unit 1 : Consulting Skills (*A/Prof Goh Lee Gan*)

Unit 2: Communication in Clinical Practice (*A/Prof Wong Mee Lian*)

Unit 3 : Behaviour Change (*Dr Tan Yew Seng*)

### Workshop 1: 4 September 2004

4.00pm – 5.00pm

- Video as a Learning Tool in Consultation (Part 1)  
Techniques, logistics, informed consent & other practical issues.

5.00pm – 6.00pm

- Video as a Learning Tool in Consultation (Part 2)  
Reviewing tapes, analysis & extracting learning points.

### Seminar 2: 5 September 2004

2.00pm – 3.30pm

Unit 4 : Speaking to Children (*Dr Daniel Fung*)

Unit 5 : Stress Management and Counselling (*A/Prof Calvin Fones Soon Leng*)

Unit 6 : Dying and Bereavement (*Dr Angel Lee*)

### Workshop 2: 5 September 2004 (REPEAT)

4.00pm – 5.00pm

- Video as a Learning Tool in Consultation (Part 1)  
Techniques, logistics, informed consent & other practical issues

5.00pm – 6.00pm

- Video as a Learning Tool in Consultation (Part 2)  
Reviewing tapes, analysis & extracting learning points.