

VIRTUAL STUDENTS, REAL PEOPLE

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OBJECTIVES

- Learn strategies for:
- Getting to know your students
- Bonding (creating a connection with) your students
- Teaching students the importance of communication
- Teaching students to how to connect with patients

INTRODUCTION

- The world is becoming more and more virtually based every day
- Interpersonal communication skills are decreasing
- EMS revolves around interpersonal communication
- Educators have a unique opportunity to bridge this gap



VIRTUAL WORLD



- Current students have grown up watching a screen
- Video games have replaced real games
- Texting, Snapchat, Instagram, Facebook have replaced face-to-face communication

WALL-E VS. REALITY



VIRTUAL SCHOOL

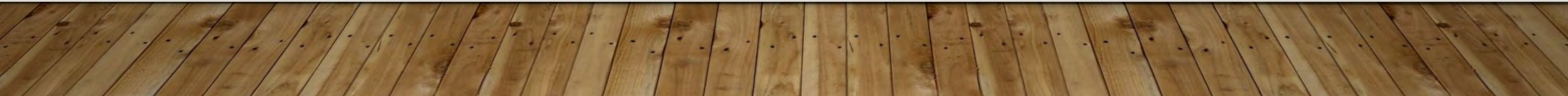
- Expanding learning platform
- Upcoming students will have spent at least a portion of their formative years learning virtually
- Limits personal interaction
- Much more difficult to pick up on visual cues, such as body language



THE PROBLEM

- Decreased face-to-face interaction
- Decreased exposure to social cues
- Decreased understanding of nonverbal cues
- Decreased understanding of the importance of these three areas

DESPITE TECHNOLOGICAL ADVANCES MEDICINE STILL REQUIRES PEOPLE SKILLS



WHY IS COMMUNICATION IMPORTANT FOR EMS

- We have to communicate with the majority of our patients
- We have to talk to family or bystanders on many scenes
- We have to interact with other healthcare professionals
- We have to interact with coworkers

COMMUNICATION BARRIERS

- Different languages
- Same language, different meanings
- Different cultures
- Different values



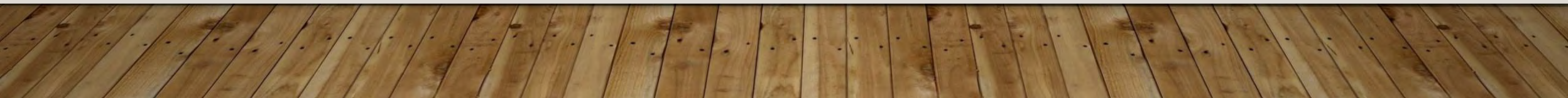
EMPLOYER COMPLAINTS

- “These new folks don’t know how to talk to people”
- “They know the protocols but have no idea about people”
- And the biggest complaint.....

THE FACE YOU MAKE WHEN
YOU MENTION JOHNNY AND ROY



AND THE NEW GUY SAYS
"WHO'S THAT?"



HOW CAN WE MAKE A DIFFERENCE?

- Have a passion for our profession
- Give a crap about our students
- Build relationships
- Be intentional about using communication skills
- Be intentional about teaching communication skills

PASSION FOR EMS AND EMS EDUCATION

- Why did you get into EMS?
- Those who can, do. Those who can't,
- Why did you get into EMS education?
- Do you still have that passion?

PASSION

- Passion and excitement are contagious
- Passion drives the desire to continue learning and improving
- Negativity is also contagious
- As educators, **WE SET THE TONE**

BUILD RELATIONSHIPS BUT KEEP IT PROFESSIONAL

- Take a genuine interest in your students
- When they are answering questions, pay attention
- Make sure they know you care
- Remember to keep it professional
- You are their instructor, not their friend. There is a line

CARE ABOUT YOUR STUDENTS



STRATEGIES FOR CONNECTION AND COMMUNICATION

- First Day Questions
- Direct Examples
- Class Activities
- Vital Signs and History Taking
- Patient Scenarios

FIRST DAY QUESTIONS

- What is your name and what name do you go by?
- Where are you from?
- Why are you taking this class?
(Because I want to be a firefighter and because I want to help people are not acceptable answers!)
- Tell us a stupid fact about yourself



DIRECT EXAMPLES

- Stand over a sitting student and talk to them/ Kneel and make eye contact
- Stare at your computer while talking to a student/ Turn and give the student your attention
- Speak unexpectedly loudly/ Speak in a normal tone
- Turn your back on a student while speaking/ Face the student while speaking
- Ask the student a question, then interrupt them/ Actively listen

CLASS ACTIVITIES

- Communication exercises
Picture Exercise
- Trust and communication
Blindfolded
- Aphasia Exercise
Marshmallows



VITAL SIGNS AND HISTORY TAKING

- Take vital signs and ask some questions, not care related
- What is your name?
- What is your hometown?
- What is your favorite kind of music?
- What is your favorite food?
- What kind of car do you drive?

PATIENT SCENARIOS

- Be the patient
- Make it fun
- Encourage interaction
- Use communication techniques you have modeled

BE CREATIVE

- Try different activities
- Emphasize communication skills in all your classes
- Emphasize communication skills in all scenarios
- Bring in a guest speaker
- Go to classes yourself

FROM THE CLASSROOM TO THE REAL WORLD

- Being able to make a connection greatly enhances patient assessment
- Modeled communication skills reduce awkwardness
- An increased ability to think about other peoples interests
- Does not come naturally – It takes practice

CONCLUSION

- The world is becoming more virtual every day
- We should want our students to be successful, in and out of the classroom
- Educators can bridge the gap
- The relationships we build can serve as an example

CONCLUSION

- The communication skills we model build a foundation
- Build communication into everything you do in class
- Don't be afraid to be creative
- Leave this profession better than you found it
- And one last communication lesson.....

How to be good at talking

1. Polite greeting
2. Name
3. Relevant personal link
4. Manage expectations

