

- **Sender/Encoder:** source of the message
- **Message:** information being transmitted
- **Receiver/Decoder:** recipient of the message
- **Feedback:** receiver's response

NON-VERBAL COMMUNICATION

- **Proxemics:** **physical space** between the sender and receiver (**3-6 ft/one arm and half**)
- **Kinetics:** body movements (gestures, facial expressions, mannerisms)
- **Touch:** intimate physical contact->conveys empathy (invasive->consent)
- **Silence:** conveys listening, interest, form of agreeing, encourages patient to talk
- **Paralanguage:** "**voice quality**" (tone, inflection); it is how the message is delivered

NON-VERBAL COMMUNICATION

- should be therapeutic, appropriate, simple and concise, adaptive, credible
- **Offering self:** let me sit with you for 5 minutes (time frame is given but it should be SMART; 5mins is smart)
 - S**-specific
 - M**-measurable
 - A**-attainable
 - R**-realistic
 - T**-time bounded
- **Active listening:** "yes, no, ah huh, really?" "awtsu"
- **Exploring:** You said Hannah was the best, can you describe her?
- **Broad openings:** Where would you like to begin?
- **Making observation:** I noticed you have combed your today
- **Summarizing:** In the past 15 minutes we have talked about...
- **Seeking clarification:** Do you mean...
- **Encourage description of perception:** "what are the voices telling you..."
- **Presenting reality:** I know that the voices seems real to you, but there are no voices here...
- **Reflecting**
- **Restating:** rephrasing

FREUD'S STRUCTURAL THEORY OF PERSONALITY

ID- pleasure seeker

EGO- reality

SUPEREGO- moral conscience, guilt

EGO DEFENSE MECHANISM

Repression	unconsciously forgetting (di sadya)
Suppression	consciously forgetting (sadya)
Reaction formation	Opposite of what one thinks or feels
Rationalization	reasoning out/making excuses
Projection	blaming others
Introjection	blaming self/exact repli
Identification	idolization/certain features
o-compensation	weak on one aspect->strong on another aspect
Denial	unacceptance of the truth
Displacement	channelling of anxiety
Regression	going back to the previous dev stage
Undoing	hugas kamay
Conversion	Anxiety->physical symptoms
Intellectualization	reasoning (detailed/references)/without emotions
Substitution	unavailable->available
Sublimation	unacceptable-> acceptable

DISTURBANCES IN COMMUNICATION

- **Mutism:** mute
- **Negativism:** always says "**NO**"
- **Circumstantiality:** beating around the bush; **ANSWERS THE QUESTION**
- **Tangentiality:** beating around the bush; **DOES NOT ANSWER THE QUESTION**
- **Stilted language:** flowery words (common in male)
- **Flight of ideas:** slightly related **W/ MEANING**
- **Loose association:** **W/O MEANING**, not related at all
- **Perseveration:** going back to the same topic