

# Communication Skills

# Definitions

(short, simple, and complete)

Going around the room,  
say something about how  
you define  
COMMUNICATION  
or  
COMMUNICATING



Intention?

Does the sending of information  
need to be intentional?

# Intention?

Does the sending of information  
need to be intentional?



I didn't mean to send  
THAT message!

Does the communication  
need to be received?

Does the communication  
need to be received?

What did you  
say?

Does communication = shared experience?



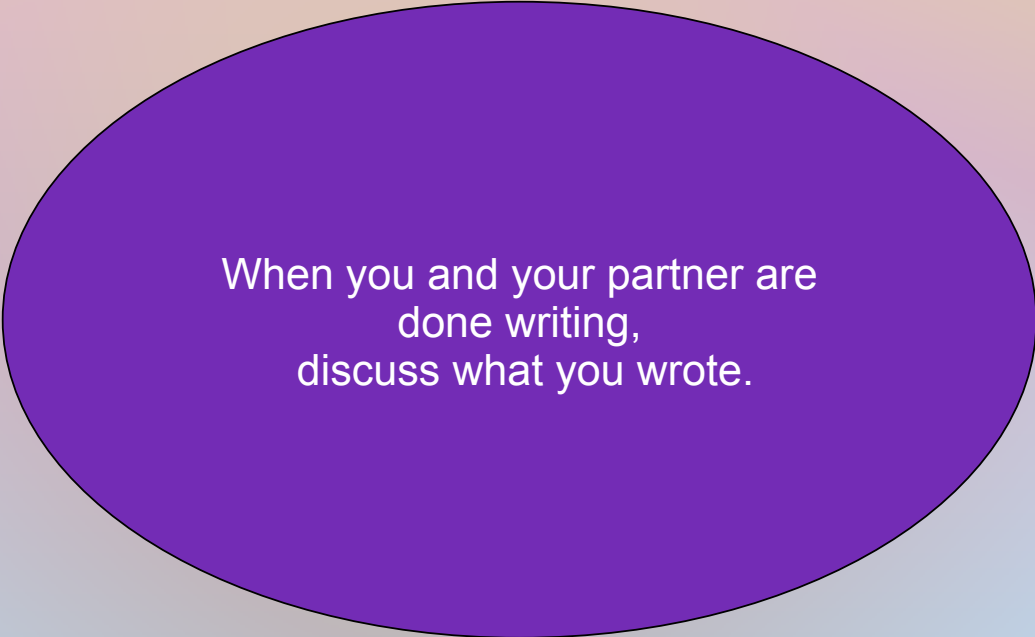
Make two lists:

Results of  
successful  
communication

Results of  
unsuccessful  
communication

Results of  
successful  
communication

Results of  
unsuccessful  
communication



When you and your partner are  
done writing,  
discuss what you wrote.

## Results of successful communication

- Self expression
- Clarity
- Connection
- Learning
- Growing
- On the same page

## Results of unsuccessful communication

Hurt feelings

Loss of relationship

Confusion

Pain

Frustration

Failure

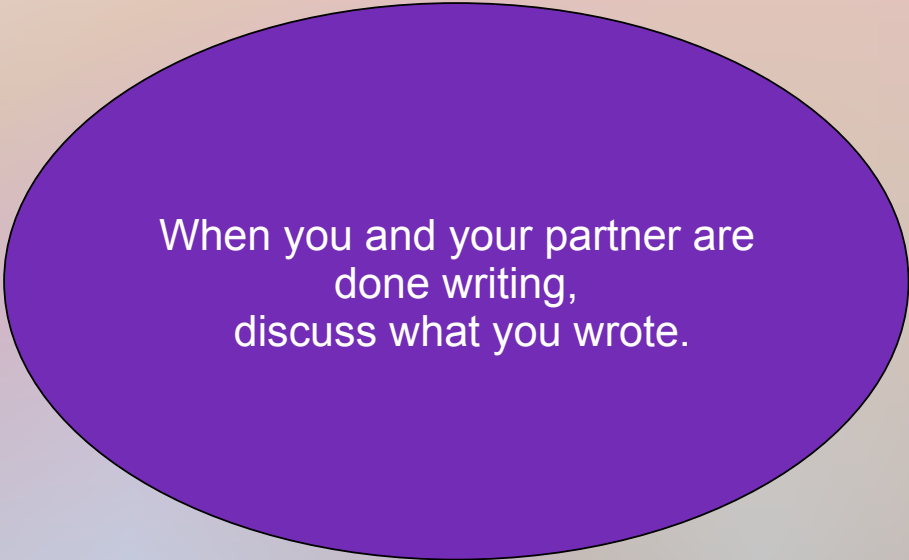
Make two more lists:

Skills and  
attributes for  
successful  
communication

Skills and  
attributes for  
unsuccessful  
communication

Skills and  
attributes for  
successful  
communication

Skills and  
attributes for  
unsuccessful  
communication



When you and your partner are  
done writing,  
discuss what you wrote.

## Skills and attributes for successful communication

- Eye contact
- Use “I” statements

## Skills and attributes for unsuccessful communication



# Constructive Criticism

- |   |     |                                       |
|---|-----|---------------------------------------|
| • Descriptive                                     | Not | Evaluative, judgemental               |
| • Specific  | Not | General                               |
| • About behavior that the person can control now  | Not | The person, personally                |
| • Considers the needs of the both people          | Not | To hurt or gain advantage             |
| • Solicited or in response to a specific question | Not | Imposed on others                     |
| • Well-timed, earliest opportunity                | Not | Before the person is ready to hear it |
| • An amount that can be useful                    | Not | Everything                            |
| • Concerns WHAT and HOW                           | Not | WHY                                   |
| • Authentic                                       | Not | Lacking compassion                    |

Using Communication Skills  
to  
Manage Boundaries  
and  
Resolve Conflicts  
in  
Massage Therapy

# Physical Boundaries

1. Obtaining consent to work in sensitive areas such as the abdomen, buttocks, of female pectoral areas.
2. Proper draping of your client, and refraining from working under the drape.
3. Depth and duration that an area is worked.

# Intellectual Boundaries

1. Providing a massage environment that respects your client's intellectual boundaries and not imposing political, religious, or spiritual beliefs?
2. Providing information to each client in a way that takes into consideration their ideas and beliefs.

# Emotional Boundaries

1. Making the client feel safe about emotional experiences during sessions by not judging them or bringing it up in later sessions.
2. Not making assumptions about areas of focus based on emotional experiences the client relates during the interview.

# Time Boundaries

1. Being prepared to begin and end the session on time.
2. Focusing on the client during the session and avoiding distracting activities such as talking or texting.
3. Having and enforcing a cancellation policy.

# Location Boundaries

1. Providing appropriate settings for your sessions that are private, comfortable, and clean.
2. Avoid giving your professional opinion or advice in social settings.
3. Out-call safety procedures.



