

Rel@x Manual

Hypnotic Communication Training

Part 1

Relational Aspects



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Introduction

Painful medical procedures
in pediatrics



Introduction



In pediatrics, young patients may experience a series of issues:

- ❖ Undergoing painful procedures during their physical exams and/or treatments, which are associated with significant levels of pain and distress.
- ❖ Having their quality of life affected by pain, including pain caused by medical procedures.
- ❖ Unmanaged pain can lead to high levels of distress in the long term due to negative memories associated with painful medical procedures.

Hypnotic communication consists of **using communication techniques derived from clinical hypnosis to reduce children's pain and procedural distress during simple procedures such as venipunctures.**

Hypnotic communication is an effective way to manage pain. This is true especially in children and adolescents who are more suggestible than adults.

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Objectives

Rel@x project objectives





Objectives

The Rel@x project's objectives are:

1. To train nurses in simple hypnotic communication techniques, allowing them to integrate these techniques into their daily practice.
2. To reduce procedural pain and distress associated with invasive medical procedures performed daily in pediatrics.

The training manual consists of 2 distinct parts:

1. A part on relational aspects
2. A part on technical aspects

The "relational aspects" part aims to **introduce the relational dimensions prior to hypnotic communication, to train professionals in relational techniques derived from hypnotic communication and to briefly introduce the two specific techniques that will then be further developed.**

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Hypnotic communication

What is hypnotic communication ?



Hypnotic communication

"You can't not communicate", all behaviour is communication. It is indeed the interrelationship between two people that defines that there is communication.

There are **2 ways to observe an information exchange** :

1. by **verbal content** through the words that are exchanged
2. by **non-verbal communication** through attitudes, gestures, voice intonation, for example.

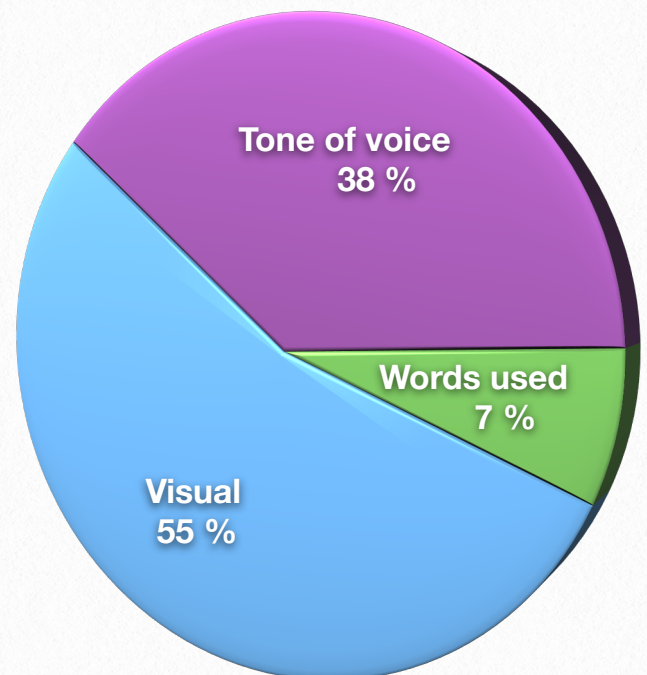
In general, while it is generally recognized by all that communication involves an exchange of words, the importance of non-verbal behaviour is too often overlooked. In this regard, observations have shown that most of the information exchanged in communication is mostly non-verbal:

- 55% is related to the visual
- 38 % to the tone of voice
- 7% to the words used

Non-verbal communication is crucial in establishing a relationship with others.

Examples :

- A nurse who greets a patient with a wide smile, in a very warm way. In this case, the patient already receives positive signals that will have an impact on the exchanges that will follow.
- If a nurse has an absent or worried look, hidden emotions (which are most often visible on his/her face), one can imagine that the patient will be predisposed to worry and develop negative emotions, be more closed to the exchanges that will follow.



Hypnotic communication

It is therefore important in a healthcare relationship :

- to take into account these **two communication dimensions**
- to achieve **harmony between verbal and non-verbal language**. This characteristic of communication is an essential prerequisite for hypnotic communication!
- to **focus on** humanization, relying very clearly on the patient, unlike a traditional approach centred on care, the technical act or even the disease.
- to rely on **non-verbal aspects** through, for example, the respect of the patient, an attentive listening, a sustained attention and **verbal aspects** (i.e., the choice of words that could suit or even reassure the patient).

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Relational Aspects

Relational aspects of hypnotic communication

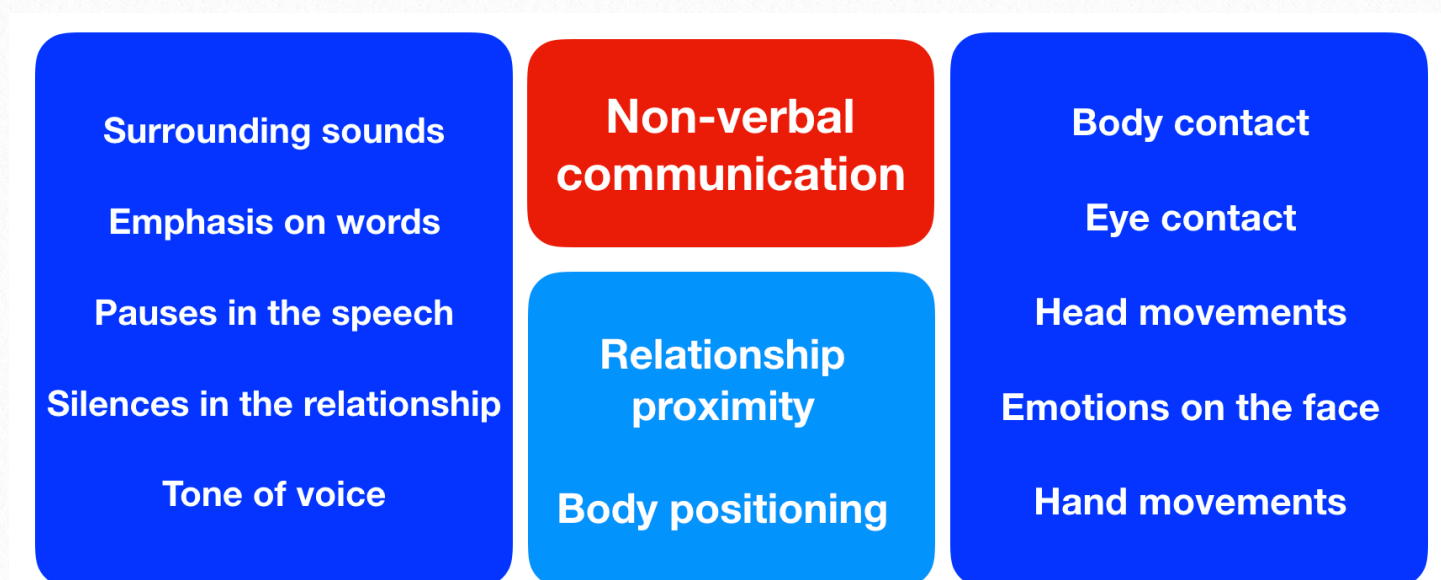


Relational aspects of hypnotic communication

1. Non-verbal principles of hypnotic communication

Non-verbal aspects of hypnotic communication

- The gestures, the look, the tone of voice are important. In communication, healthcare professionals specifically use certain non-verbal aspects that are described in the following table.
- The proximity in the relationship and the positioning of the healthcare professional's body (person standing straight and not slumped on his/her chair) indicate a sustained attention for his/her patient.
- Non-verbal communication also includes some surrounding sounds, such as laughter, cough and the way the speech is delivered, notably the healthcare professional's insistence on certain words, pauses in the speech, or even some silences in the relationship.
- The tone of voice can provoke stress in the child, and may convey a specific image of the interlocutor: a tone that is too high can refer to anger, aggressiveness, while a low tone refers to calm, or even empathetic behaviour.
- Gestures and facial expressions are also important. Some elements like body contact such as touching the patient for example, eye contact, certain head movements that may acquiesce or contradict the interlocutor, facial emotions and hand movements that are very clearly signs of communication.



Relational aspects of hypnotic communication

Synchronizing: being a chameleon

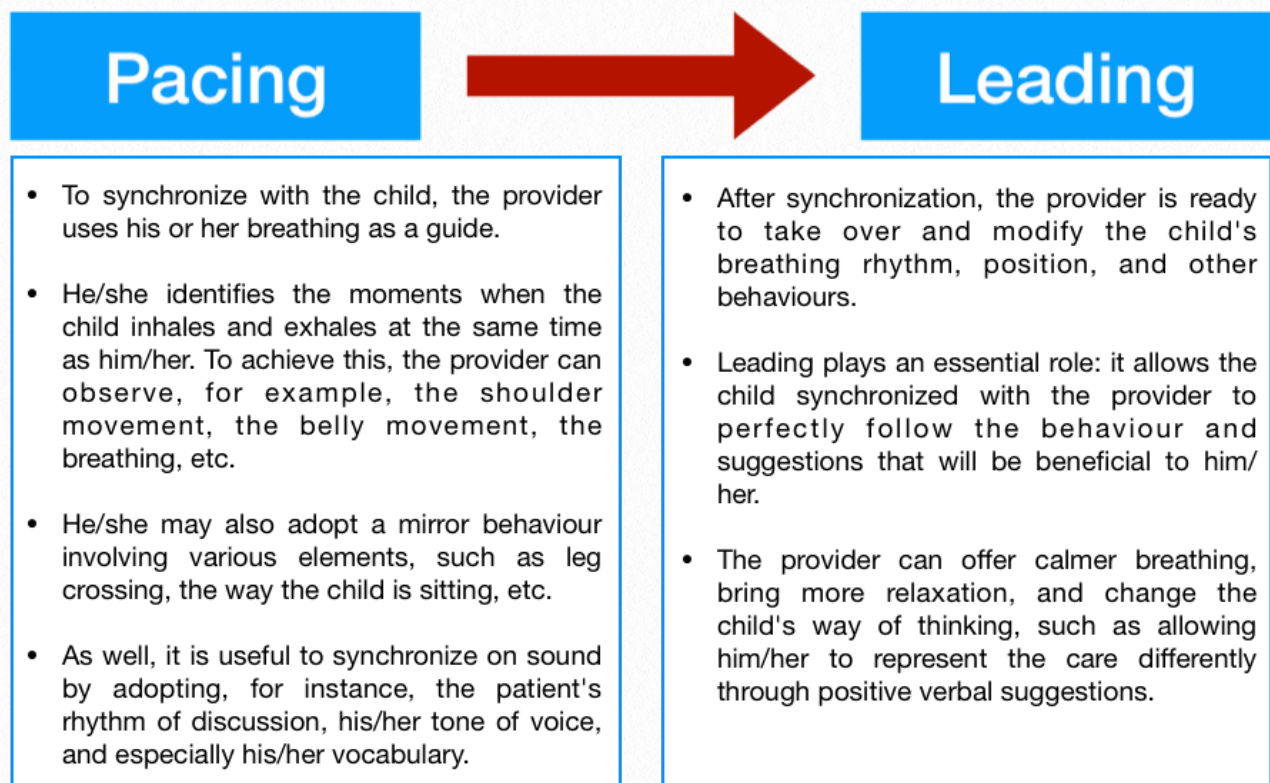
Before communicating, it is important to be able to connect with the patient. In hypnotic communication, we use a specific technique that allows us to enter into a relationship effectively and to be close to the patient's reality: we call it synchronization.

Synchronizing consists in observing the patient's behaviours and reproducing them discreetly, to give the patient the impression that we are in the same state of mind as him/her and thus create the necessary confidence! The patient will then be able to focus more easily on the healthcare professional and therefore on his/her communication. In an imaginative manner, the professional must be like a chameleon.



Two distinct sequences exist in synchronization:

1. **Pacing** which means following in each other's footsteps.
2. **Leading** which consists in monitoring the direction of the encounter by taking the patient where we want to take him/her.



Relational aspects of hypnotic communication

2. Verbal principles of hypnotic communication

Verbal aspects of hypnotic communication

The choice of words used in hypnotic communication is essential, as it has a direct impact on the child. In this case, the healthcare professional uses unidentified, simple and positive sentences and words.

1. The unidentified words refer to the distinction between "being something" and "having something". If you are something, you can't get rid of it, but if you have something, you can do it.

Example : To put the child at a distance of his experience of stress, we will not say that he is stressed but that he has stress.

2. The **simple words** are words that will be understood by the child. We do not use medical jargon or adult words with children. The terms used must be appropriate to the patient's developmental age.

Example : To talk about distress, the healthcare professional can use the term sadness. The healthcare professional should not use medical jargon that is incomprehensible to the child.

3. The **positive words** are words that have a positive impact on the child, both physically and emotionally.

Example : We are not focused on "managing stress" but rather, "seeking to be relaxed".

The reframing technique

Healthcare professionals must be able to reframe their language to change the meaning of the unpleasant sensation. The brain does not recognize negation. In this case, beyond the use of positive words, it is not recommended to use negative words with a negation. The healthcare professional must therefore prefer saying, for example, "it will go well" rather than "it will not hurt" in the case of an injection.

Example : For the injection: we won't say "it won't hurt" but rather "it will go well" or "it will heal/relieve you".

Relational aspects of hypnotic communication

The **suggestion** is "the ability to bring an idea to the patient, so that it can be accepted without forcing it". In hypnotic communication, we will favour verbal suggestions. The healthcare professional aims to implant an idea, a word, an image into the child's mind. To achieve this, the healthcare professional must take into account two separate guidelines:

1. The choice of suggestions:

- Communicate ideas in a clear and positive way.
- Use words that are easily understandable and do not require any elaborate thinking from the child.
- Use positive words and avoid negations associated with negative words.

2. The way of making suggestions :

- Communicate ideas with the help of a frank discourse and without hesitation.
- speak slowly and use a low tone.
- Repeat several times the ideas that wish to be suggested.
- Progress in the ideas that need to be suggested, starting with feelings felt by the child and then suggesting new feelings.

Metaphors (it's as if...) are imagined analogies that will help the child achieve a goal. Example : For relaxation, we can talk about an experience in a spa and use words such as relaxation, well-being, massage, etc. They must:

- Respect the patient's beliefs and realities.
- Be unique and spark the child's interest and emotion.
- Be non-threatening.
- Promote the child's independence.
- Always be adapted to patients and their needs.

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Conclusion

Two techniques proposed

You have the choice:

1. Pleasant Place
2. Magic Glove



The relationship is a prerequisite for hypnotic communication. In hypnotic communication, we wish:

- To synchronize with the patient through verbal and non-verbal techniques to take the lead.
- To use simple and positive terms and reframe the patient's language according to this principle.
- To put the child in good state of mind, so we will be able to use a specific technique that will help reduce his/her procedural pain.

Which techniques ?

1. The pleasant place allows the child to wander in imagination in a place that is pleasant to him/her, where he/she feels safe.
2. The magic glove allows the child to imagine a protective glove around his/her arm and thus reduce painful sensations during the procedure.

Manual - Relational Aspects

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