

WHERE CLASSICAL WISDOM MEETS INTELLIGENT LEARNING

4. Effective Communication Strategies

BVPT-104: English & Communication

Chapter: Effective Communication Strategies

Topic: Developing Clarity, Coherence, and Relevance in Communication

□ Introduction

Communication becomes effective when your message is:

- Clearly understood (Clarity)
- Logically structured (Coherence)
- Appropriate to the context (Relevance)

As a **physiotherapy student or professional**, these three principles help you explain conditions, demonstrate exercises, write accurate case notes, and collaborate in a healthcare team.

□ 1. Clarity: Say It So It's Understood ☐ What is Clarity? Clarity means expressing your thoughts in simple, precise, and unambiguous words. It ensures that the listener or reader doesn't have to guess your meaning. ☐ How to Achieve Clarity: **Technique Example in Physiotherapy** Say "move your leg slowly" instead of "initiate controlled passive movement" Use simple language Avoid jargon, or explain it "This is called a goniometer - it measures joint angles" "Do this stretch for 30 seconds, 3 times a day" instead of "do it often" Be specific Use short sentences Helps the patient process one idea at a time ☐ Clinical Tip If a patient looks confused, repeat in simpler terms or demonstrate it. □ 2. Coherence: Make It Flow

Coherence means that your ideas are logically connected and follow a clear sequence. Think of it as a smooth

road—not a bumpy one with missing parts.

☐ How to Improve Coherence:

☐ What is Coherence?



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Strategy Example

Use **transition words** "First... then... finally..." when giving exercise steps

Follow a **logical sequence**Explain a problem (e.g., back pain), its cause (e.g., weak muscles), and

solution (e.g., core strengthening)

Use **headings or bullet points** in writing For clarity in reports or presentations

Stick to **one topic at a time**Avoid mixing issues when discussing treatment

□ In Patient Education:

Don't jump from one unrelated point to another. For example:

"We're focusing on shoulder mobility today. First, we'll measure your range. Then, we'll do two active exercises."

☐ 3. Relevance: Stick to the Purpose

☐ What is Relevance?

Relevance means giving only the information that is important to the listener in that situation.

□ How to Maintain Relevance:

Technique Example

Know your **audience and purpose**Use simpler terms with a patient, but clinical terms in a medical report
While giving first aid instructions, don't talk about long-term rehab

Remove **unnecessary details** Don't over-explain anatomy when only exercise is needed

Ask: "Does this help the listener?" Before adding more info

△ Example in a Clinic:

A patient asks why their knee hurts.

☐ Irrelevant: "This is the synovial membrane... lined by Type A and B cells..."

 $\ \square$ Relevant: "It's likely due to wear and tear in the joint. We'll start some strengthening to support it."

△ Self-Check: Practice Scenarios

1. Rewrite this to make it clearer:

"You might just want to engage in active-passive movements at appropriate durations."

2. Make this sequence coherent:

"Next, lie down on the mat. First, we will test your balance. After that, you can sit up."

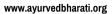
- 3. Choose the relevant response for a patient with wrist pain:
 - A. "The radial artery runs under this area."
 - B. "Let's apply ice and then try gentle wrist circles."

ANSWERS:

- 1. "Do some gentle active-assisted exercises for a few minutes at a time."
- 2. "First, we'll test your balance. Then, lie down on the mat. After that, you can sit up."
- 3. B. "Let's apply ice and then try gentle wrist circles."

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☐ Key Take-Home Points

- Clarity = Use simple, direct words to avoid confusion
- **Coherence** = Present ideas in a logical, smooth sequence
- **Relevance** = Stay focused on what the listener needs to know
- Effective communication boosts patient understanding, trust, and compliance

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