**[https://www.iscp.ac.uk/images/layout/iscp_logo.png](https://www.iscp.ac.uk/)**

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**Cultural Awareness Guidance for Surgeons**

**Written and produced by Dr Margaret Murphy**

**Video 1 – Further Information and Reflection**

**Verbal Language - Video 1**

***Inappropriate Language of Consultant***

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| **Video 1** | **Example in Video 1** | ***Effect on Trainee*** |
| **Impolite Language** | *-‘For heaven’s sake you must have some idea of how to do a hernia repair!’* | *- Intimidating to trainee*  *-Trainee cannot disagree or tell truth*  *-Trainee feels inadequate* |
| **Non-Helpful, Superior Language** | *-‘I’m a busy surgeon and I can’t be taking up too much of my time looking around for other opportunities for you again.’* | *-Trainee feels a nuisance*  *-Trainee feels an inconvenience to consultant*  *-Anxiety is created* |
| **Putting Down Language** | *-‘All these operations will give you a chance to improve your suturing skills – much needed, don’t you think?’* | *-Reinforces trainee’s lack of confidence*  *-Reinforces trainee’s lack of surgical skills* |
| **Lack of interest in Trainee** | *-‘Now that I’m back from my holidays in the Seychelles, I want you to do some PBAs with me this week, as your ARCP is coming up.’* | *-Trainee feels unimportant*  *-Trainee feels pressured*  *-No encouragement of trainee* |
| **Demanding Language** | *-‘You have time to read up about it tonight and we can run through the steps tomorrow before the procedure. I’d also like you to come in early tomorrow to consent the patient.’* | *-Trainee feels pressured*  *-Trainee feels not consulted*  *-Anxiety is created* |
| **Unfriendly Language** | *-‘As your educational supervisor, I would strongly recommend you take this opportunity.’* | *-Trainee feels unimportant*  *-Trainee feels pressured*  *-No encouragement of trainee*  *-No understanding of trainee’s position* |

**Further Examples:**

**1: Direct, demanding language**

* *For heaven’s sake you must have some idea of how to do a hernia repair!*
* *– it is in all the textbooks!*
* *I’d like you to come in early tomorrow to consent the patient*
* *you can do the anastomosis.*
* *I notice you haven’t performed this procedure before so now’s a good time to do it.*

**2: Impolite language**

* *You have time to read up about it tonight and we can run through the steps tomorrow. I’d like you to come in*
* *I see you don’t have any evidence of this procedure on your e-logbook.*

**3: Showing lack of interest language–**

* *Now that I’m back from the Seychelles, I want you to do some PBAs with me this week, as your ARCP is coming up*

**4: Unhelpful language–**

* *I’m a busy surgeon and I can’t be taking up too much of my time looking around for other opportunities for you again*

**5: Putting down, superior language –**

* *All these operations will give you a chance to improve your suturing skills – much needed don’t you think?*
* *I have a right hemicolectomy on my list on Thursday and I’d like you to assist with it*

**6: Unfriendly language**

* *As your educational supervisor, I would strongly recommend you take this opportunity*
* *You have time to read up about it tonight*

*Can you think of other examples in the Video 1?*

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**Body Language – Video 1**

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| **Video 1** | **Example in video?** | ***Effect on Trainee*** |
| **Eye contact** | Consultant makes no eye-contact | *Trainee feels alone and separate* |
| **Standing position** | Consultant stands far from trainee | *Trainee feels excluded* |
| **Facial Expression** | Consultant has no smile, and distant unfriendly facial expression | *Trainee feels intimidated by consultant* |

**VIDEO 1: Questions**

Q1: What was wrong with this language? *Please tick correct answer/s*

1: It is direct *©*

2: It is verbose *©*

3: It is intimidating *©*

4: It is unclear *©*

Q2: Why is the trainee not responding to the supervisor?

1: He may feel bullied *©*

2: He cannot say ‘no’ to his consultant *©*

3: He feels unable to express his real concerns to her *©*

4: He things his consultant will harshly judge him as a result *©*

Q3: What is the consultant not being aware of?

1: That this trainee comes from another culture *©*

2: That this trainee may not feel comfortable admitting what is really going on in his mind *©*

3: That this trainee may feel uncomfortable saying ‘no’ to the consultant because she is in a higher status position *©*

4: That this trainee’s language is difficult to understand *©*

Q4: How could this language be improved to be more culturally appropriate?

1: The language of the consultant could be more indirect *©*

2: It could show more consideration towards her trainee’s position *©*

3: It could make the trainee feel comfortable enough to say ‘no’*©*

4: It could play down the difference in status between them *©*

***Reflective Comments***

*Do you have any reflective comments on language in Video 1?*