Reflection

A. I had a conversation about choosing the right therapy for the patient with my colleague. There was a disagreement when I was suggesting cognitive therapy but my colleague disapproved. During my conversation with a colleague, there was a disagreement that evoked a bioreaction in the form of anger and fight. I considered for several minutes about the inappropriate behaviour of my colleague. Later I experienced a feeling of guilt due to my inability of controlling myself. The conversation ended on a serious note because no one of us was ready to accept other's point of view. The conversation ended with verbal dismissal because I told my colleague that I can't be part of this team.

B. According to the four levels of a conversation, I used sincerity and pretence. This allows me to adopt appropriate conversation style that prevents me from causing harm to others. I used pretence in conversation when my colleague asked me if his performance was good. I didn't agree but I said yes because I didn't intend to disappoint him. My colleague used sincerity and replied to me negatively when I asked the same question.

The tone and the language depict that I and he were listening at a different level. I used soft tone and humble language that could make him feel encouraged. While he used harsh tone and straight forward words for criticizing me.

My points of disagreement were that one must not discourage others even if they are wrong.

C. I could have listened differently if I would have chosen authenticity. By considering the facts I would have understood the situation.

By using pretence and sincerity I would have managed to understand the needs, purpose and concerns.

Accuracy stresses on considering the facts and comparing explanations for attaining value.

References

Albright, G., Adam, C., Serri, D., Bleeker, S., & Goldman, R. (2016). Harnessing the power of conversations with virtual humans to change health behaviours. *Mhealth, 2* (44).

Rawson, K. A., Gunstad, J., Hughes, J., Spitznagel, M. B., Potter, V., Waechter, D., et al. (2010). The METER: A Brief, Self-Administered Measure of Health Literacy. *J Gen Intern Med, 25* (1).