Socionic Typology Helps Regulate Doctor-Patient Relationships

Vitaly B

Abstract:

The relationship between the patient and the doctor is one of the most significant problems not only for the health care system, but also for society as a whole. Ineffective communications in medical institutions is a major obstacle to achieving public health. This implies an urgent need to improve the activities of medical organizations in matters relating to the resolution of conflicts arising during medical care. An effective solution to the problem is long overdue, so the purpose of this work was to study the features of the use of socionic typology in medical organizations to improve interpersonal interaction.

The key role in this study is assigned to intertype relationships. Knowledge of the mechanisms of influence on the info type can considerably increase treatment efficiency and speed up the healing process. The doctor who understands the socionic structure of his mentality is able to realize and thereby supervise his state and his actions. If he feels irritation or discomfort, he should understand both the internal and external causes of this condition. A person who is aware of himself and the interlocutor can eliminate the source of the conflict or avoid it. In many cases in order to compose yourself you only need a comprehension of the situation. Socionic thinking gives the person more confidence.

In the post-Soviet space, Socionics acts as a counterpart to the Myers-Briggs (MBTI) test, widespread in the United States and Western Europe. Socionics does not require any obligatory actions, but it offers additional tools that can help us in any specific situations. When communicating with patients, the doctor will be able to distinguish where the problem of interpersonal incompatibility is hidden, identifying features of the patient's behavior that seem offensive to him, but in fact are not. Knowledge of others and yourself permits you to ignore the small conflicts associated with psychological incompatibility but to act in broader range. Medical professional should know in advance whether it is possible to make a joke in a particular situation, how the patient will react and whether it will help establish good communication. The issues of personal compatibility are the most developed and verified in Socionics. Its use is most effective and reliable in this area.

The study used the method of modeling the behavior of people and their relationships, based on socionic typology. Multidimensionality and systemic nature were its advantages. It is also characterized by formalization, as well as context-based implicit algorithms, which provide an opportunity to objectify the diversity and variability of interpersonal relationships. Socionics is an amazingly powerful tool. Obtaining primary information on the typology and mastering the initial skills, in particular *Supporting technology* of the founder of pediatric Socionics Eleonora Berdutina, may well be considered a necessary professional competence of a doctor or nurse. The innovativeness of this technology consists in appealing to the ability of people to master, besides their own Communication style, two adjacent styles according to one of their characteristics.

A business-inclined info type will be able to adjust to passionate and cold-blooded info types of people with high probability, passionate one – to business-inclined and soulful persons, cold-blooded info type to soulful and business-inclined info kinds of people, soulful one to obsessive and cold-blooded persons. A completely alien Communication style is based on 2 distinctive characteristics of the "Logic-Ethics" and "Extroversion-Introversion" dichotomies. However, it should be noted that the dual info type refers to such an alien style. In this case, the mission of using a suitable Communication style for the patient is shortened due to the compatibility outcome of Communication styles with each other by the supplementing impact. The dual pair is united by common life values and has the ability to use all the advantages of complementary intertype interaction, and therefore, a conflict situation can be resolved with the awareness and goodwill of both parties. But when the doctor and patient are not duals, we should not expect a favorable prognosis.

Thus, *supporting technology* paves the way for the partners to achieve empathic and cognitive resonance. Therefore, the doctor at the initial contact is recommended to make an adjustment to the Communication style of the patient. This will come out easily and well if the styles coincide, but with a mediocre result, if the styles are congruent only in one of the characteristics. If the patient's Communication style is completely contrasted, adjustment will be impossible except in the case of dualism. When a doctor and patient belong to different groups of styles and in the absence of duality, the task of counteracting conflicts is complicated by the need to accurately determine the patient's info type. This is required in order to communicate with the patient with the help of peculiar and familiar semantic structures.

Mastering our recommendations will contribute to the integration of socionic typology into the production activities of medical institutions; it can help to restructure the context of professional interactions of health workers and to orient their thinking in the direction of communication modeling. Satisfaction of a person in need of medical care and social support cannot be a matter of chance; it must be predicted and systematically achieved as a result of strictly verified actions of competent professionals. First of all, this is an exact scientific calculation, and not a mythical flair or psychological balancing act. This material will also allow all people to take a fresh look at medical ethics and deontology from the perspective of Socionics; it will also undoubtedly be useful to students studying medical and psychological specialties. It is important to emphasize once again that if the doctor knows his own Communication style and patient style, then he can predict with a high degree of probability which obstacles will interfere with their productive communication. The use of Supporting technology based on communicative styles will help you to plan, competently manage the course of the dialogue, defend your position, take into account the opponent's motives, timely and competently influence him, foresee his reaction.

Name: Vitaly B

Afiliation: Volga District Medical Centre Nizhny Novgorod, Russian Federation, Email: vberdt@gmail.com