

## Module Report

Tutorial: The Communicator 2.0

Module: Technique Identifier: Respecting clients' cultures



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Program Type: Diploma

### Time Use and Score

|                                                    | Date/Time            | Time  | Score |
|----------------------------------------------------|----------------------|-------|-------|
| Technique Identifier: Respecting clients' cultures | 9/19/2023 6:28:26 PM | 6 min | 100%  |

| NT Technique Identifier Culture |                                                                                                                                                                                                                          |                 |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Technique 1                     |                                                                                                                                                                                                                          |                 |
| Selected Option/ Result         | Therapeutic                                                                                                                                                                                                              | Result: Correct |
| Rationale                       | Leaning toward the client is a therapeutic nonverbal communication technique because it indicates the nurse is attentive and engaged in the conversation.                                                                |                 |
|                                 |                                                                                                                                                                                                                          |                 |
| Technique 2                     |                                                                                                                                                                                                                          |                 |
| Selected Option/ Result         | Nontherapeutic                                                                                                                                                                                                           | Result: Correct |
| Rationale                       | Personal space is a nonverbal way of communicating identity, control, and a feeling of security. Invading another person's personal space can make the person feel threatened, precipitating a need to become defensive. |                 |
|                                 |                                                                                                                                                                                                                          |                 |
| Technique 3                     |                                                                                                                                                                                                                          |                 |
| Selected Option/ Result         | Therapeutic                                                                                                                                                                                                              | Result: Correct |
| Rationale                       | Active listening is a therapeutic communication technique because the nurse takes in information using all the senses, while conveying an open attitude toward the client.                                               |                 |
|                                 |                                                                                                                                                                                                                          |                 |
| Technique 4                     |                                                                                                                                                                                                                          |                 |
| Selected Option/ Result         | Therapeutic                                                                                                                                                                                                              | Result: Correct |

|                                |                                                                                                                                                                                                             |                        |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Rationale</b>               | Credibility supports interprofessional and client communication by conveying confidence, providing accurate information, and acknowledging limitations during nurse-provider and nurse-client interactions. |                        |
|                                |                                                                                                                                                                                                             |                        |
| <b>Technique 5</b>             |                                                                                                                                                                                                             |                        |
| <b>Selected Option/ Result</b> | Nontherapeutic                                                                                                                                                                                              | <b>Result:</b> Correct |
| <b>Rationale</b>               | Focusing on self is a nontherapeutic communication technique because it prevents the client's goals from being perceived as most important.                                                                 |                        |
|                                |                                                                                                                                                                                                             |                        |
| <b>Technique 6</b>             |                                                                                                                                                                                                             |                        |
| <b>Selected Option/ Result</b> | Therapeutic                                                                                                                                                                                                 | <b>Result:</b> Correct |
| <b>Rationale</b>               | Sitting in a position that allows the nurse to face the client is a therapeutic nonverbal communication technique because it indicates the nurse is genuinely interested in what the client is saying.      |                        |
|                                |                                                                                                                                                                                                             |                        |
| <b>Technique 7</b>             |                                                                                                                                                                                                             |                        |
| <b>Selected Option/ Result</b> | Therapeutic                                                                                                                                                                                                 | <b>Result:</b> Correct |
| <b>Rationale</b>               | Having respect for the client supports the establishment of a therapeutic relationship, even when the client's beliefs, attitudes, and values are different from the nurse's.                               |                        |
|                                |                                                                                                                                                                                                             |                        |
| <b>Technique 8</b>             |                                                                                                                                                                                                             |                        |
| <b>Selected Option/ Result</b> | Nontherapeutic                                                                                                                                                                                              | <b>Result:</b> Correct |
| <b>Rationale</b>               | Attempting an exchange of communication at an inappropriate time does not support a therapeutic relationship and can impede client communication.                                                           |                        |
|                                |                                                                                                                                                                                                             |                        |
| <b>Technique 9</b>             |                                                                                                                                                                                                             |                        |
| <b>Selected Option/ Result</b> | Therapeutic                                                                                                                                                                                                 | <b>Result:</b> Correct |
| <b>Rationale</b>               | Demonstrating empathy supports the establishment of a therapeutic relationship by being able to sense the client's inner experience and convert the nurse's words and actions into feelings.                |                        |
|                                |                                                                                                                                                                                                             |                        |
| <b>Technique 10</b>            |                                                                                                                                                                                                             |                        |
| <b>Selected Option/ Result</b> | Nontherapeutic                                                                                                                                                                                              | <b>Result:</b> Correct |

|                  |                                                                                                                                                                                                       |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Rationale</b> | Asking a “why” question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question. |
|                  |                                                                                                                                                                                                       |