

## 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 | 9/14/2024 12:15:50 PM | 1 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 |

|                         |                                                                                                                                                                                                             |                 |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Rationale               | Credibility supports interprofessional and client communication by conveying confidence, providing accurate information, and acknowledging limitations during nurse-provider and nurse-client interactions. |                 |
|                         |                                                                                                                                                                                                             |                 |
| Technique 5             |                                                                                                                                                                                                             |                 |
| Selected Option/ Result | Nontherapeutic                                                                                                                                                                                              | Result: Correct |
| Rationale               | Focusing on self is a nontherapeutic communication technique because it prevents the client's goals from being perceived as most important.                                                                 |                 |
|                         |                                                                                                                                                                                                             |                 |
| Technique 6             |                                                                                                                                                                                                             |                 |
| Selected Option/ Result | Therapeutic                                                                                                                                                                                                 | Result: Correct |
| Rationale               | 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.      |                 |
|                         |                                                                                                                                                                                                             |                 |
| Technique 7             |                                                                                                                                                                                                             |                 |
| Selected Option/ Result | Therapeutic                                                                                                                                                                                                 | Result: Correct |
| Rationale               | 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.                               |                 |
|                         |                                                                                                                                                                                                             |                 |
| Technique 8             |                                                                                                                                                                                                             |                 |
| Selected Option/ Result | Nontherapeutic                                                                                                                                                                                              | Result: Correct |
| Rationale               | Attempting an exchange of communication at an inappropriate time does not support a therapeutic relationship and can impede client communication.                                                           |                 |
|                         |                                                                                                                                                                                                             |                 |
| Technique 9             |                                                                                                                                                                                                             |                 |
| Selected Option/ Result | Therapeutic                                                                                                                                                                                                 | Result: Correct |
| Rationale               | 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.                |                 |
|                         |                                                                                                                                                                                                             |                 |
| Technique 10            |                                                                                                                                                                                                             |                 |
| Selected Option/ Result | Nontherapeutic                                                                                                                                                                                              | Result: 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. |
|                  |                                                                                                                                                                                                       |