Dover Behavioral Health

Pre-work

2024

Due Tuesday of DBH rotation by 0745

Communication:

1. List 3 therapeutic communication techniques. Give an example of each and a rationale as to why it is therapeutic.

Therapeutic Technique	Example	Rationale
Exploring	"Tell me more on how you feel about that situation."	This gives an open ending to allow the patient to express feelings; it also shows you are interested to know more.
Using silence	When pt is talking, you actively listen w/o interrupting.	This allows pt to express thoughts fully w/o being interrupted it also shows that you want to hear what they have to say.
Giving a broad opening	"What would you like to discuss today?"	This gives the client an opportunity to direct the conversation based on they needs to express there thoughts and feelings.

2. List 3 nontherapeutic communication techniques. Give an example of each and a rationale as to why it is nontherapeutic.

Nontherapeutic Technique	Example	Rationale
Giving reassurance	"I know everything will work out!"	You don't know that, and if it doesn't work out for the pt they could feel betrayed.
Probing	Continuing to question even when pts body language shows they are uncomfortable about the subject.	Not recognizing cues and continuing will cause pt to shut down. It may also lead to aggression and agitation.
Giving advice	"I think you should…"	Doing so doesn't allow the pt to think for themselves.

3. Discuss 3 nonverbal behaviors. Are they therapeutic or not? Why?

A. Crossing arms during conversation- Not therapeutic; shows that you're disinterested and closed off from the conversation

B. Nodding- Therapeutic; Signals active listening w/o interrupting conversation

C. Rolling eyes- Non-therapeutic; Indicates disapproval and annoyance, it's just rude

4. Identify 5 strategies to use when conducting a mental status interview.

A. Establish rapport w/ pt

B. Use problem solving approach

C. Document what you observe objectively, document what pt subjectively says in quotes

D. Therapeutic communication and therapeutic non-verbal communication

E. Ask open-ended questions

5. Identify 5 de-escalation techniques when caring for a mental health client who becomes aggressive. Discuss the rationale for the intervention.

Intervention	Rationale
Ensure pt knows they're in a safe environment	This will decrease the fear and paranoia that someone is out to get them.
Appear calm and in control	This will prevent pt from thinking that they have control of the situation, calmness is therapeutic they if are not.
Set clear expectations and limits	This set boundaries between pt and staff, sets an expectation for behaviors
Sit next to pt	Facing pt and using direct eye contact could make them feel threatened and not help the situation
Listen carefully and clarify if needed	This allows pt to express thoughts and feelings and also helps to make sure you understand what they are expressing