

Communication Paper

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Nursing is a profession that is built off much knowledge and skills that require hands on and critical thinking to provide holistic care to all patients. Within these practices, includes interpersonal abilities such as therapeutic communication and techniques. Therapeutic techniques allow for the nurse to build a trusting relationship with their patients and help understand the concerns they may face. Using a variety of techniques will pave the way for the nurse to educate and inform the patient of crucial information that aids in their recovery. To perform effective communication, it is important that the nurse provides privacy and no distractions in the room to allow the patient to feel comfortable and safe in the environment during their interaction. As a nurse, using therapeutic techniques can ensure that the patient is cared for and prioritized while overcoming their current vulnerable state.

Analysis of Therapeutic Techniques

Communication can be executed in two modes classified as either verbal or nonverbal. Verbal communication is a conscious process of choosing spoken or written words to convey a message. A therapeutic, verbal technique that has been proven to aid in conversation is asking open-ended questions to the patient. This allows for the patient to elaborate on their situation. Open-ended questions aids in the client providing more useful information that may not have been disclosed earlier. By asking open-ended questions as the nurse, it may present the opportunity to dive deeper into symptoms or reasons as to why a patient is seeking care. More vital information can be obtained by simply asking the patient to tell their story. Another form of a verbal therapeutic technique is giving information. Informing the patient of their condition can help relieve stress or worry. The nurse sharing information can help keep patients in the loop with any updates regarding their care, especially since facility surroundings can be extremely fast paced. It can become easy to forget notifying the patient of changes or losing track of

communication. By giving information as the nurse, it can make the patient feel prioritized and cared for, not just another medical diagnosis to treat. However, verbal, therapeutic techniques may face language barriers. A language barrier can impact the effectiveness of asking open ended questions and providing information if the patient doesn't speak the same language as their nurse. Many hospitals and facilities have interpreters that can be notified and utilized to help the translation of information. Translating health information and conversations can aid in the patients' full understanding and help voice a treatment plan best fitted for them.

Non-verbal communications are known as behaviors that convey messages without the use of words. Majority of communication can be seen through non-verbal techniques. These non-verbal techniques can include active listening and silence. Active listening gives the nurse's full attention to the patient speaking. By listening to what is shared, this can portray that the patient or speaker's message is important to the nurse. Acknowledging the patient's concerns and showing interest in what is shared will allow for them to feel heard. Active listening can support verbal communication by being able to address key topics shared and respond accordingly. Another non-verbal technique can include silence. Silence allows for the nurse to absorb what was shared by the client and help direct or determine the next course of action. Applying the silence technique in appropriate circumstances can provide the nurse time to reflect on essential details. Silence can enhance verbal communication by giving room for emotion. Silence by the nurse may create a safe space for the patient to connect and express their feelings. By performing these communication techniques, a relationship can form between the nurse and clients resulting in improved care.

Reflection

Therapeutic communication is a combination of effective skills and techniques used to send and receive messages. As a student nurse, I have been able to identify my own strengths and weaknesses pertaining to certain techniques taught. I feel confident and strong in my ability to conduct conversations with verbal techniques such as open-ended questions and clarifying. I am naturally curious and enjoy having the privilege to learn a patient's story or reason for seeking help. Clarifying offers me the ability to have a clear understanding from the client and gather key facts relevant to their care. On the other hand, I struggle and have more weaknesses in non-verbal techniques. I have a hard time controlling my body language and tend to fidget. This impacts my ability to be an active listener and focus on the information my patient is sharing. To improve my interpersonal communication skills, I can work more on maintaining eye contact. This would assist in staying attentive to the client and keep a connection. Another way I can improve, is by using basic vocabulary that is not confusing. Avoiding the use of medical terminology can guide the conversation to a path that is understandable to the patient. Effective communication yields certain challenges for me as a nursing student to be prepared for. These anticipated challenges can include cognitive development or a language barrier. To work along these challenges, I can assess the client's reading level and provide instructions or resources, paper or online, for the client to take home and easily read when needed. As stated earlier; to work around language barriers, I can notify the facilities interpreter to translate conversations between the client and me.

Learning my personal strengths and weaknesses in therapeutic techniques for communication makes a difference in my nursing care by highlighting what I can work on. It also brings light to patient differences and how I can address and anticipate specific barriers in communication. My nursing care can be personalized to the client and assess the variety of needs

that arise. I can implement the array of therapeutic techniques, verbal and non-verbal, learned to tackle each individual scenario that occurs during my care.

Conclusion

Therapeutic techniques in communication can help relay information and develop a personalized treatment plan to a patient. Using multiple forms of verbal and non-verbal techniques allows for each patient to be address differently based on their communication needs. As a nursing student, it is essential for me to develop and practice the assortment of therapeutic techniques to assess my patients and provide care specific to them.