

Communication Paper

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Communication is key in many parts of today's world, one of the most important parts being the medical field of nursing. Therapeutic communication is a type of communication that allows nurses to build and maintain relationships with the client, the family, and many others by creating a helping hand and gaining the trust of the client. Communication may seem like a simple thing that everyone that everyone does in their day to day living but it is a much more complex system when it's investigated. When it comes to nursing communication is a key factor. It expresses empathy and concern when approaching the client, it helps evaluate the progress of a client's condition and helps to work towards their goals of care, and most importantly helps develop a trusting relationship between the client and the nurse. Having a trusting relationship is very important because without it, the client may not feel comfortable during their time of care.

When working to communicate properly, it is crucial that the environment is assessed first. It's important to make sure the environment is okay because it can affect how your client takes in the message. One factor that contributes to a proper environment is the timing. Timing is crucial because it may not be a good time for the client. Maybe they are in so much pain that they can't speak enough; this would not be a good time to come in and talk. Or maybe the client has family in the room and doesn't want to stop and talk right now. In these cases, it is best to come in later and reassess the environment. A second factor is values and perceptions. Everyone has their own perceptions of things and may feel differently about certain ideas. A nurse can explain an idea thoroughly and explain risks and outcomes, but if the client doesn't agree, they can deny the idea. When breaking down the process of communication, there is verbal and non-verbal in which there is many factors within those two categories that work together to successfully communicate therapeutically.

Analysis of Therapeutic Techniques

Verbal communication is considered the conscious process where words are written out or spoken to convey a message. One way of verbal communication being clarity and brevity. When a nurse is explaining an idea, its important that they explain the idea very clearly with no big medical terms that the client wouldn't understand. Keep it short and simple. An example would be explaining risks after having a procedure done if the client doesn't walk around. The nurse can't tell the client they will get deep vein thrombosis if they don't get up and walk a few times a day. The nurse must explain it in simple terms and say that blood clots in the legs are a risk if the client does not get up and get the circulation in the legs moving. With communication comes barriers also. A barrier to effective communication could be having a client that is deaf or that is hard of hearing. In this situation, the nurse may need to sit in front of the client when speaking to them and speak louder but not in a high pitch like they are talking to a child. And if the client is deaf, a certified interpreter may need to be contacted to come in for efficient communication.

A second type of verbal communication would be credibility. If the nurse doesn't know the answer to a question that the client is asking, simply say something along the lines of I'm not sure of an answer for that question, but I will talk to the provider and get back to you. Don't try and come up with an answer that may not be correct, this can help make or break the trust that is needed in a client- nurse relationship. And a second barrier to verbal communication could be clients who don't speak English. If the client doesn't speak fluent English, it will be very hard for them to understand and communicate with the nurse and other medical staff. In this case, the client may have a family member with them that they want to translate, which is sometimes

okay, but most always, it is important for the nurse to contact a interpreter to come and help communicate for accuracy and assurance.

Along with verbal communication, there is nonverbal communication. Two of the many ways there is to communicate nonverbally are body language and eye contact. It is important to keep eye contact and sit up right and seem enhanced in the conversation, so the client feels comfortable in communicating with the nurse. Nonverbal communication helps to convey messages without the words, it is a face-to-face technique, and it strengthens the verbal communication by being 80 percent of the communication.

Reflection

Every nurse has strengths and weaknesses when it comes to their communication skills. My strengths would be eye contact, vocabulary, clarity and brevity, and personal appearance to name a few. Although I may not talk much, I am good at keeping eye contact in order to communicate that I am engaged in what someone is saying to me. I feel that I can communicate well verbally when it comes to keeping the terms simply and short. And when it comes time to dress professional, I make sure that I always come prepared in my uniform, meeting all the requirements. For me, my weaknesses would be my facial expressions and my quietness. I tend to be told I have a resting face that doesn't look very friendly, and I don't realize it most times. Even though I am happy, it may not seem as though because of my facial expression. I am also a very quiet person. I tend to sit back and observe and take it all in compared to actively speaking and being the first one to volunteer for something. And sometimes sitting quietly may seem rude to others even though, I don't mean it in a rude way.

In order to improve on my weaknesses, I will try and be aware of my facial expressions at all times. I also know that clients need reassurance and must have trust in the nurse to feel comfortable, so I will try and be more aware of my quietness. I will try and speak more often and start conversations with the clients to improve the nurse- client relationship.

Communication will always have challenges, and I believe a few of those challenges may be language barriers and other barriers too. Almost all the senses are involved in communication, so if a client is blind, or deaf the other sense may be heightened in order to communicate properly. It is important to adapt to situations for clients to get the tailored and adequate communication that they need. Clients could also have strong emotions that aren't allowing them to talk at the moment or a client may have an altered mental status with dementia, where communication may need to be repeated often and may also need to be communicated to a caregiver or family member that is with the client. What I learned in the communication unit will help me make a difference because it will help me better deliver effective care and know what to do in all different situations that I may come across in my nursing career.

Conclusion

Communication is a complex idea that is very important in today's world. There are many factors that contribute to communication that many don't realize they do, but every little thing someone does is involved in communication. There is not always therapeutic communication, so that is why it's important to learn about communication and reflect on the therapeutic techniques of it. Positive communication is key to developing positive relationships with your clients.