

Communication

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Therapeutic communication is best defined as purposeful exchange of information pertaining to education, support, and building rapport with said person engaging in communication using verbal and nonverbal techniques. Therapeutic communication is important in the nursing profession as it is the baseline of providing overall quality care. Being able to communicate effectively with clients can contribute to new findings and important information if said communication was absent. When starting therapeutic communication, it is important to assess the environment you and the client are in to ensure that communication is successful. A quiet environment free from distractions can lead to client focusing on the importance of providing necessary information to the nurse. A comfortable environment is equally important, this includes room temperature, lighting, and surroundings such as being free of clutter or welcoming energy. Numerous techniques can be used to create productive therapeutic conversations, and each hold their own importance.

Analysis of Therapeutic Techniques

Restating and summarizing are important to clarify both you and the client are on the same page about their problems and concerns. By using this technique, you can avoid asking the client the same questions repeatedly. This also helps the client with remembering anything they may have forgotten to tell the nurse. I chose this as one of my therapeutic communication techniques because it is one I feel is most important as it contributes to not only is beneficial for the nurse to make sure they are not missing anything but also helps the client clarify. gA situation in which this technique is best to use if a client is being admitted via emergency department after a car accident. A situation like this can make the client confused and discombobulated upon admission as they might be in an altered mental state. During stressful situations like a car accident the client can be worried about all different situations that may not be related to health

as they do not see that as a priority, making it possible they do not tell the nurse things that will be critical to their care. Therapeutic communication is always important but even emphasized during a time of chaotic time of the client's life.

Another important technique of therapeutic communication is asking open ended questions. Open ended questions involve asking in depth questions that require more than a yes or no response. I chose this technique because it is a simple technique yet so effective in finding deeper responses and problems with the client. This technique is effective when the client is embarrassed with talking about their problems with the nurse. If the client has something wrong with them they feel like they may be judge for, they will be more conservative with sharing their problems. By asking open ended questions the nurse can dig deeper with finding and gives reassurance to the client by knowing we are they to take care of them.

Cognitive and developmental impairments are common things nurses face when trying to effectively communicate with their client that affects the care the nurses try to provide. These barriers affect all ages of care and are critical to know before proving care to your client. Impairments create obstacles in therapeutic communication which can be extremely frustrating to the client when they are trying to describe their problems and the nurse is unable to understand the message being portrayed. This can also cause frustration with themselves as the receiver of the message for not being able to fully comprehend what the nurse is saying even when speaking at a lower education level. Teaching the patient at a lower education level can also cause anger as the client feels insulted if the nurse is making it too obvious that they are breaking the teaching down to an extremely low level.

Nonverbal communication is even more important than verbal communication as it makes up eighty percent of overall communication. Two techniques of nonverbal communication

include facial expressions and body posture. These both enhance how verbal communication is absorbed since these can either positively or negatively affect the conversation. Facial expressions enhance the conversation by providing a physical image of the emotions being shown. If the client is telling you about their recent depressive episodes, you should respond with a caring face. Whereas if they are telling you about the best day of their life you should express your happiness for them by smiling. Body posture also reveals many cues as well, whether you are engaged or disengaged in conversation. Keeping an open posture while being at their level while either sitting or standing within a personal distance can communicate that you are actively listening.

Reflection

As we entered the topic of communication, I was able to identify my strengths and weaknesses in verbal and nonverbal communication techniques. My strengths in verbal communication include credibility, humor, and brevity, whereas my weaknesses include pacing, intonation, and denotation. Controlling my facial expressions and maintaining eye contact would be considered my nonverbal communication strengths and body posture would be my weakness. Two ways I can improve my interpersonal communication skills would be by improving my body posture and pacing. Without realizing I tend to lean against something while communicating with others, not because I am uninterested in what they are saying but rather I am having body pain and trying to relieve it. To prevent myself from doing this in the client's room I will start exercising more outside of work to relieve muscle pain I experience after being on my feet all day. Pacing is also something I struggle with as I am naturally a fast talker without realizing. A goal to fix this problem is before discussing an important topic with my client is to

take a step back and take a deep breathe. This will help me realize I may be caught in the moment and allows me to give my undivided attention to my client and their needs.

While implementing effective communication techniques with my clients there are many challenges that may arise during this that I need to be prepared to handle. For example, environment is an extremely common one since hospitals are noisy and distracting. If the client is sharing a room and their roommate has visitors or even the interdisciplinary team talking to them, my client may be distracted in what others are saying rather than what is important for them to hear. Time constraints can also challenge the effectiveness of the communication happening. This could be for many reasons such as the nurse is busy with other clients so is rushing with that client or even another member of staff who also has a job to complete may be doing so in the time the nurse had set aside to talk to said client. With knowing what I know now I feel well prepared to be able to handle challenges that will be thrown my way that affect this communication with my client. With knowing the techniques, I know I feel as I can handle all different client situations as well as knowing my strengths and weaknesses, I can prepare to handle those before I even engage with my client to prevent any miscommunication.

Conclusion

There are many techniques to utilize when contributing to a conversation involving therapeutic communication. Therapeutic communication techniques range all over the place from verbal to nonverbal and even simple concepts to psychological factors. Before engaging in conversation with your client it is best to identify what will work best for them and any barriers that could limit the effective communication needed. It is also important to find your strengths and weaknesses when proving therapeutic communication as it will lead to better care for your clients overall and prevent mistakes happening under your care.