

Dover Behavioral Health

Pre-work

2025

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
Open ended questions	“Can you tell me how you are feeling today?”	Helps the patient to share more of their feelings and give more information on thought.
Active listening	Using eye contact and acknowledging what is being said by nodding the head.	It shows the patient that you are interested in what is being said and that what they say is important to you.
Silence	Sitting with patient in silence either after patient speaks or if they do not want to speak.	Will allow time to process any thought or communication without feeling pressure.

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 advice	“You should do this instead.”	Does not allow patient to make choices for themselves independently.
Giving false reassurance	“Don’t worry. Everything will be okay.”	Gives false reassurance.
Use closed-ended questions	“Do you feel better today?”	Limits the conversation and understanding into how the patient feels.

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

A. Crossing arms would be nontherapeutic. It might appear as defensive or closed off.

B. Eye contact is therapeutic because it demonstrates that you are attentive and respectful of what the client is saying.

C. Handing tissues to patient if they cry is nontherapeutic because it can indicate that it is not okay to show emotion.

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

- A. Create a calm and quiet environment.
- B. Position eye level and seat across.
- C. Use simple, clear, age-appropriate language.
- D. Speak slowly and allow for time to respond.
- E. Utilize silence.

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

Intervention	Rationale
Take patient to a quiet area with less people.	Decreased stimuli can help to reduce anxiety and stress.
Remove the patient and have perform some form of physical activity such as walking.	Provides a safe outlet for physical energy.
Avoid arguing or challenging	Could potentially worsen aggression.
Speak clearly and Slow	May reduce frustration and confusion. Can allow time to process information being given.
Promote verbal expression of emotions.	Can help to show understanding and decrease aggression.