

**BEEBE HEALTHCARE**  
**MARGARET H. ROLLINS SCHOOL OF NURSING**  
**NURSING 101 – FOUNDATIONS OF NURSING**  
**Communication Reflection Assignment**

<b>Student: Suzette Commodore</b>		<b>Date of Interaction: 9/30/25</b>	
<b>Client Initials: C.N</b>	<b>Age: 93</b>	<b>Admitting Diagnosis: vertigo/dizziness</b>	
<b>General Information:</b>			
<b>Description of Environment:</b>  The patient's room was clean and well-organized. However, the temperature was extremely warm because the patient stated she felt cold. Her linen appeared neat and not visibly soiled.			
<b>Description of Client:</b>  The patient's hair was well-groomed, and her overall appearance indicated that she was well cared for. She had good personal hygiene and need so assistance will ADL's but appeared comfortable and alert during the interaction.			
<b>Goal of Interaction:</b>  The goal of the interaction was to build rapport and make the patient feel comfortable by having a friendly conversation. We talked about how she used to live in Florida, how she got sick while visiting her daughter in Delaware, and about my experience in nursing school and my future plans.			

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<b>Interaction Narrative</b>		
Minimum of five (5) & maximum of eight (8) interactions in order as it occurs – number each exchange		
<b>Student:</b>	<b>Patient:</b>	<b>Analysis:</b>
<p>1. Your statements with non-verbals</p> <p>I knocked on the door, greeted the patient with a smile, and introduced my partner and myself and explained to her what are role was for the day, how long certain task were going to take and thanked her for allowing us to learn</p>	<p>Clients statement with non-verbals</p> <p>She was very happy to hear we were nursing student and was very welcoming.</p>	<p>Technique: AIDET</p> <p>Rationale for use: Builds trust and reduces anxiety by stating my role and purpose</p> <p>Effectiveness: The patient appeared relaxed and welcoming.</p>
<p>2. Your statements with non-verbals</p> <p>I asked if she was from around here making sure I had a good distance to where she felt I was listening</p>	<p>Clients statement with non-verbals</p> <p>She was very open in sharing her story about living in Florida and how a summer vacation led to her hospitalization. Although it was a difficult topic, she maintained a positive attitude and kept a gentle smile throughout the conversation.</p>	<p>Technique: Open ended question</p> <p>Rationale for use: Encourages the patient to share more about her life</p> <p>Effectiveness: The patient responded with ease and seemed happy to reminisce, which helped strengthen rapport.</p>

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<p>3. Your statements with non-verbals</p> <p>While she told me her story on how she got stuck in here, I maintained eye contact and nodded occasionally to show I was actively listening and cared about what she had to say. I also acknowledged that it must have been challenging getting sick while away from home.</p>	<p>Clients statement with non-verbals</p> <p>She seemed a little sad to be away from home I as expressed how beautiful I was in Florida and how she missed being in her daily routine.</p>	<p>Technique: Active listening</p> <p>Rationale for use: Maintaining eye contact, and reflecting on the patient’s emotions demonstrate empathy and helps the patient feel understood and supported.</p> <p>Effectiveness: The patient opened up more about her situation and expressed gratitude for me staying and listening</p>
<p>4. Your statements with non-verbals</p> <p>I paused for a few minute while I let her finish while stilling maintain eye contact and move in a little closer</p>	<p>Clients statement with non-verbals</p> <p>She looked more cheerly and I started to notice a smile return to her face</p>	<p>Technique: Slience</p> <p>Rationale for use: Silence allows time for the patient to gather her thoughts and encourages deeper sharing.</p> <p>Effectiveness: The pause helped the patient reflect and elaborate on her experience.</p>

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<p>5. Your statements with non-verbals</p> <p>At the end of the day, I smiled and thanked her for sharing her story with me. I told her I appreciated the time she took to talk with me and that I enjoyed getting to know her.</p>	<p>Clients statement with non-verbals</p> <p>She reached out and gently held my hand. She said I would make a great nurse one day and that she loved and appreciated the care and kindness I had shown her.</p>	<p>Technique: Acceptance and use of touch</p> <p>Rationale for use: Accepting the patient’s expression of gratitude and responding with warmth reinforces emotional support and trust. The gentle, appropriate use of touch can convey compassion and comfort.</p> <p>Effectiveness: The conversation ended on a warm and meaningful note. It felt good to connect with her, and I could tell she truly appreciated the care and kindness I showed.</p>
<p>6. Your statements with non-verbals</p>	<p>Clients statement with non-verbals</p>	<p>Technique:</p> <p>Rationale for use:</p>

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		Effectiveness:
7. Your statements with non-verbals	Clients statement with non-verbals	Technique:  Rationale for use:  Effectiveness:
8. Your statements with non-verbals	Clients statement with non-verbals	Technique:  Rationale for use:  Effectiveness:

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<b>Evaluation:</b>		
<p><b>Reflection:</b> The patient’s status impacted our conversation because she was still recovering and sometimes seemed tired, but she remained kind and open to talking. She was so welcoming I made our such a breeze, I could tell she appreciated being listened to and not feeling rushed. Her willingness to share her story showed that taking time to listen and be patient really helps build comfort and trust.</p>		
<p><b>Barriers:</b> One barrier I noticed was how emotional the topic became when she talked about getting sick during her trip. It was a sensitive subject, and I didn’t want her to feel overwhelmed. To overcome this, I paused when needed and used nonverbal communication, like nodding and maintaining eye contact, to show support without interrupting her.</p>		
<p><b>Personal Strengths &amp; Weaknesses:</b> One of my biggest strengths was showing empathy and genuine interest. I stayed engaged by using active listening. I also asked open-ended questions that allowed her to share more about her life in Florida and her family. Another strength was using a calm, friendly tone, which helped her feel comfortable opening up to me.</p>		

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**Strategies for Improvement:** I want to keep improving my use of therapeutic communication techniques like reflection, empathy, and acceptance. By doing this, I can help my future patients feel safe, valued, and truly heard