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Question:

How can novice nurses improve their engagement in difficult conversations with patients using communication skills training courses to ensure the relay of essential information about the patient's care?

Summary:

Patient communication is a vital component in the registered nurse's (RN) role. The RN role involves being the main source for patient advocacy and conveying professional communication to any interactions with other members of the care team and family members. As students transition from a nursing student role to the novice nurse role, they are reporting that it is "difficult in initiating and engaging in conversation on difficult topics with their patients." In the research article, *Being Tactful: Communication Skill Training in Managing Challenging Situations for Novice Pediatric Nurses*, published in the journal of *Challenges in Nursing Education and Research*, it was found that newly graduated nurses in specialized units like pediatrics, need specialized training in effective communication skills due to the "complexity of dealing with both a desperate, dedicated parent and child with medical needs." (Kunju, A. & Ahmad, A., 2020). In this study, they had thirty-two participants attend a communication skills workshop provided by the hospital organization that involved the use of videos, presentations, small group simulations, and debriefings over numerous communication skills. After the workshop, participants answered a questionnaire to determine if the workshop was beneficial to their practice. The results indicated that the specialized communication workshop was "highly valued by the participants in improving confidence in communication skills." (Kunju, A. & Ahmad, A., 2020). In another research study published by the Bali Medical Journal, *The effect of communication skills training on the self-efficacy of nurses: a systematic review and meta-analysis study*, it was discovered that "people with low self-efficacy have pessimistic thoughts about their abilities; therefore, they are avoided in any situation, according to them, that exceeds their abilities." (Ardakani, M.F., Sharifabad, M.A.M., Bahrami, M.A., Abargouei A.S., 2019). The opposite concept applies to those with high self-efficacy. Similar to the previous article mentioned, the research done in this study was set to answer the question, "does the communication skills training affect nursing self-efficacy?" The results indicated that "higher communication self-efficacy was found to be the result of communication skills training which can lead to improved communication performance." (Ardakani, M.F., Sharifabad, M.A.M., Bahrami, M.A., Abargouei A.S., 2019). Essentially, this means that training courses do play an important role in the effect of patient communication and self-efficacy of nurses in their communication skills. In this last research study published in the American Journal of Nursing, *Communication Skills Training for Health Care Professionals Who Work with Cancer Patients*, the focus was to determine if communication skills trainings improved communication with cancer patients related to the higher level of psychological distress associated with cancer patients' diagnosis and treatments. The research was performed via systematic review of randomized control trials. The results suggested that "communication skills training improves some aspects of healthcare providers

communication skills and ability to empathize with people living with cancer, both of which may lead to improved patient outcomes.” (Whitehead, L. & Walker, D., 2019).

Conclusion:

After doing extensive research regarding the effectiveness of communication skills training on novice nurse engagement in difficult conversation topics with patients, it can be concluded that these training courses are beneficial to both the novice nurse and patients. There is a direct correlation to patient satisfaction between effective communication and self-efficacy. The training courses allow the novice nurses to practice different communication skills and approaches by “improving the relationship with the patient when the nurse feels that their communication is effective...” (Ardakani, M.F., Sharifabad, M.A.M., Bahrami, M.A., Abargouei A.S., 2019). With that being said, the training courses not only promote improved patient outcomes and care, but also the self-confidence in novice nurses. Promoting self-confidence in novice nurses allows the nurse to have a comfortable transition into the registered nurse (RN) role and improve their overall clinical practice.

Works Cited:

Primary Article

Kunju, A., & Ahmad, A. (2020, May). *Being Tactful: Communication Skill Training in Managing Challenging Situations for Novice Pediatric Nurses*. Challenges in Nursing Education and Research. Retrieved March 29, 2022, from <https://books.google.com/books?hl=en&lr=&id=zEIPEAAAQBAJ&oi=fnd&pg=PA105&dq=novice%2Bnursing%2Bwith%2Bdifficult%2Bpatient%2Bcommunication%2Bneeds&ots=UtTVVRqirU&sig=FYIEOkIzW4K3DG9zRdi89FzEhJk#v=onepage&q=novice%20nursing%20with%20difficult%20patient%20communication%20needs&f=false>

Secondary Article

Ardakani, M. F., Sharifabad, M. A., Bahrami, M. A., & Abargouei, A. S. (2019). The effect of communication skills training on the self-efficacy of nurses: A systematic review and meta-analysis study. *Bali Medical Journal*, 8(1), 144. Retrieved March 29, 2022, from <https://doi.org/10.15562/bmj.v8i1.1315>

Tertiary Article

Whitehead, L., & Walker, D. K. (2019). Communication skills training for health care professionals who work with cancer patients. *AJN, American Journal of Nursing*, 119(7), 45. <https://doi.org/10.1097/01.naj.0000569448.20036.d9>

