Veronica Cromwell

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Unit 2 Reflection Paper

Styles of communication vary vastly between person to person and are the building blocks of interpersonal relationships. My communication styles have gradually changed over the past two years as went from a job behind the scenes in a kitchen to a patient technician, working directly with patients and their families. I have been told by my peers that as a first impression, they believed I would be a more direct, self-centered, off-putting individual. My eyes looked like I was glaring, and my relaxed mouth resulted in a frown. This facial expression resulting in people believing I was perpetually angry or grumpy, when internally I was content. Due to this feedback, I have started to change my facial expressions around people to be more welcoming for conversations around those who do not know me well. I started to raise my eyebrows to get rid of the slight glare and smile more towards others. During conversations, I use paralanguage frequently with friends and coworkers to express my sarcasm, jokes, or even emphasize my trust depending on the situation.

Working in the food industry, I often felt overworked and overlooked during the excessive workload I took on as the manager. Due to this, the main therapeutic technique is giving recognition to others. I often heard that giving recognition should not be given for something that is within someone's job title or expected to be done. Acknowledging someone's work and complimenting a job well done gives them a boost of confidence and ambition to continue. Listening has always been a strong suit in my communication with others and I prefer to listen rather than talk. I ensure my body language is engaged and retain eye contact to build trust with the other person. However, when I am responding, I find it hard or awkward to keep in constant eye contact. I end up looking around the individual instead of them is something that I have been trying to work on. I always want people to remain upbeat, but this also causes some nontherapeutic communication.

I struggle with remaining direct or honest when I know the truth will result in hurt feelings. When someone shares their negative feelings towards a situation with me, I have trouble being truthful and it causes me to be overly positive. I give false reassurance in the hope that it allows them to feel better in the moment, but it overall causes more harm than good. They may feel better temporarily, but when the situation does not turn out in a positive manner like they hoped or did not brace for a negative reaction, they end up being more disappointed.

My facial expressions, eye contact, and being honest without giving false reassurance need improved for a better response a relationship with others. Overall, I feel I have some strong therapeutic communication techniques that will help me build trust and better communicate in the future.