

Unit 2: Psychiatric Nursing

ONLINE CONTENT (1H)

Learning Objectives:

- Identify components of nonverbal expression. (3)*
- Describe therapeutic and nontherapeutic verbal communication techniques. (3)*
- Describe active listening. (3)*

*Course Objectives

Write a one-page journal reflecting on some things that friends or close relatives have told you characterize your style of communicating and relating to others. How can you use this self-awareness to promote the development of therapeutic relationships and communications? Please include types of verbal and nonverbal communication techniques as well as if you are an active listener.

This one-page journal should be single spaced, Calibri or Times New Roman font, and 12 point.

Place this completed assignment in the Unit 2: Reflection Paper Assignment drop box by June 3, 2024 at 0800.

In order to receive full credit (1H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignment not completed in its entirety will result in missed class time.

I have always gotten positive responses from my friends and family members as well as other people with my communication. If I feel that my communication was inadequate, I have discussed with my friends and family about how I communicated with the person. This lets me reflect on my communication and how I could respond better in a similar situation in the future. I also get helpful feedback from the friend or family member I am speaking with. This has helped me grow in my relationship with others and as a professional.

One of my most used nonverbal therapeutic communication techniques is head nodding and eye contact. When someone is talking to me, I maintain eye contact with them and nod my head along with what they are saying. This shows understanding, willingness to interact, and can be a way to show active listening. Active listening is to be attentive and desire to hear and understand what a person is saying. Active listening can include both verbal and nonverbal communication. Sometimes when I am talking to a person who is new to me, in a situation I am uncomfortable in, or talking about something I feel uncomfortable about, I cross my arms and stand rigid. This is nontherapeutic nonverbal communication and is not a good model of active listening. I should practice maintaining an open and relaxed posture even when I am feeling uncomfortable.

My most used verbal therapeutic communication technique is offering general leads. This encourages a person to continue the conversation with minimal input from myself. Words I commonly use for this technique are “yeah” and “okay”. I usually couple these phrases with head nodding and eye contact. This technique allows a person to share a full story with minimal interruption from the listener. Nonverbal communication should show signs of active listening

in order for this technique to be effective. If this technique is used correctly, it can be an effective tool.

Giving false reassurance is my most used nontherapeutic verbal communication technique. In this technique, I am conveying that I already know the outcome of the scenario which minimizes a person's concerns. The person may feel discouraged from saying anything further because they may feel that their situation is being downplayed. False reassurance is almost always done with good intentions but is a poor way of achieving the desired effect. I grew up in a household that used false reassurance frequently, so it is habit for me to be continuing its use despite knowing that it is not an effective way to communicate. A better way to communicate would be to utilize the exploring technique. This is where the topic is explored further to help a person develop awareness and understanding about events, thoughts, and feelings. Seeking to understand why a person feels the way they do is more important than utilizing false reassurance. This can help convey a sense of active listening in a verbal sense. This technique should be utilized carefully, as pushing or probing a person to share things that makes them uncomfortable becomes nontherapeutic communication.

Another form of nontherapeutic verbal technique that I utilize is making stereotyped comments. These are expressions that are said in a meaningless way which encourages a meaningless response. I utilize this technique when I am unsure of what I should say, particularly in a conversation or situation that makes me feel uncomfortable. Sometimes these stereotyped comments are expected in certain situations, or used to prevent further discussion when in a hurry. That does not mean that stereotyped comments are appropriate or effective. Any form of meaningless communication should be avoided. A therapeutic verbal communication that should be used instead is offering self. This technique conveys willingness to spend time with a person and promotes feelings of self-worth. I also use this technique frequently, but it would be a more meaningful alternative to utilizing stereotyped comments.

Being self-aware about your own communication helps develop therapeutic communication and thus improves relationships with others. This is important in nursing because having a basis of trust with the patient will help the nurse learn more about how their care can be personalized to best suit their needs. Patients are more likely to follow through on education from a nurse who uses therapeutic communication which will improve their overall health outcome.