

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.

Entering a field that is based off communication, trust, and passion. Its important to adopt an effective communication styles. Nurses are the first ones to greet their patients. Nurses also spend a lot of time with their patients especially taking an “in take” on a patient. Being a nurse that has characteristics such as being empathetic, trusting, and caring is important. A nurse having those characteristics, will help the patient feel more comfortable with you and will start to trust you and start to open up to you.

The foundation of a trusting relationship is active listening. *Active listening* is preparing yourself to listen, and paying attention to verbal and nonverbal messages that are sent from person to person. Examples of active listening skills are, making eye contact, nodding to acknowledge your understanding, and avoiding interruptions during the conversation that is being shared. I am an active listener especially in lecture. I believe I have all of characteristics of being an active listener such as body posture, note taking, making eye contact, eye contact, head nodding, repeating the information that is being presented to ensure I am understanding.

With that being said, it is important to have your message and body language equal each other. I learned last semester, that a person’s body language is more meaningful than verbal communication. As an example, when you are interested in a topic its important to have active listening skills and welcoming body posture. Welcoming body language/posture is facing the person that is speaking, not crossing your arms, making eye contact, head nodding, and perhaps note taking (if applicable.) A few more examples of different types of nonverbal expression include; facial expressions, body movement and posture, (hand) gestures, eye contact, touch, space, and voice. Having active listening skills, tells the speaker that you are engaged in the conversation.

The *tone of voice* is important for many reasons. Reasons being, if someone is mad or angry, their tone of voice would be higher amplitude, and have a very stern tone of voice. If someone is speaking to you angrily, you would not want to open up to them or carry on that conversation. A quiet tone of voice can be used for many reasons. Reasons vary depending on the conversation that is being held. An example of a quiet tone of voice would be doing hand off report from night shift to day shift at the patient’s bed side so you don’t wake up the patient. Being woken up unexpectedly, can really ruin someone’s day. Reporting off at the patient’s bed side is important that both nurses can lay eyes on their patient. Laying eyes on a patient can help you interpret if they are relaxed, in pain, awake, asleep, and what kind of mood they are in.

A big factor of active listening are *facial expressions*. Sometimes its hard to control facial expressions. If for any reason you cannot control your facial expression(s), please excuse yourself from the conversation as that can be embarrassing for you, and hurtful towards that speaker. However, having facial expressions that match with what is being said is important too because that shows that you are active listening. As an example, if you are talking to someone, and they say something shocking, the person that is listening may show a “shocked” facial expression.

A *therapeutic relationship*, is an emotional bond of trust, caring, and respect. A nurse may have a patient that is going through a tough time. It is important to let the patient know that you are there for them. If someone is disrespectful, a person or patient will not want to open up or communicate with the disrespectful person. Therapeutic relationship and therapeutic communication are very similar. Its important to have *therapeutic communication* in order to establish a therapeutic relationship. Therapeutic communication is built on trust, authenticity, empathy, and self-awareness.

It’s important to be fully aware of active listening, therapeutic relationship, therapeutic communication, before attending any psychiatric clinicals this semester. I will be communicating with sick patients, and its important to establish a trusting relationship in order for my patient(s) to open up to me. If I display a negative body posture, the patient may interpret that differently

and may become agitated. When speaking with a psych patient and anyone in general its important to let the person that is speaking consciously know that you are active listening by doing the signs that were provided above.