

Kailee Felder

Summer 2024

Unit 2: Psychiatric Nursing

### Reflection Journal

I have heard from more than one person that I am a “talker” or “chatty” and I know that is true and I am not ashamed of it. What I have also learned though is that some people either really appreciate it or are not the biggest fans when it comes to conversations that I am having with them. I remember talking to my grandma about how much I talked, and she came to the conclusion that it can be a good thing! She said that it shows that I care, I am involved in the conversation, and that I am truly listening to what that person has to say. I definitely can say that I try my hardest to make sure that the person I am talking to knows that I am listening and want to be actively engaging in the conversation because, in my opinion, it is really nice to know that someone wants to hear what you have to say and also talk about what you said too.

Understanding what type of communication you or someone else prefers is very important in the development of therapeutic relationships. Karyn I. Morgan defines a therapeutic relationship as, “An interaction between two people (usually a caregiver and a care receiver) in which input from both participants contributes to a climate of healing, growth promotion, and/or illness prevention” (Davis Advantage for Townsend's Essentials of Psychiatric Mental-Health Nursing, p.101) and what this means is that it is important for both parties to be engaged in order for this interaction to have the most positive outcome possible for both physical and mental health. In order to develop a therapeutic relationship, there are many different styles of communication that can be used to achieve one. There is non-verbal communication which could be body language, eye movement, physical appearance, facial expressions, and many more. On the other hand, there is of course verbal communication that would include talking back and forth. While these are good techniques to use, there are ways that you should not communicate with someone who is in need of comfort. Some of these techniques include: False reassurance, rejecting, probing, defending, wanting an explanation, stereotyping, etc (Morgan, 116). All of these examples could lead to the patient being offended, uncomfortable, or even causing them to lash out and be agitated. It is important to use therapeutic communication techniques like silence, acceptance, or offering self to make these patients feel comfortable to talk to you and not as if you are going to judge something that may be out of their control. Making sure that they are able to confide in you without feeling embarrassed is one of the best things that you can provide to a patient or even anyone who is experiencing something that can make them feel the most vulnerable can impact them tremendously. So, it is very important to be mindful of the way that you are engaging in conversation with someone.

I like to think that I am an active listener when it comes to certain situation, however sometimes not so much. I think that this semester will help me to realize when is okay for me to be actively speaking and when I should be actively listening. Although, I do try to make sure I am listening more than talking when someone is trying to tell me about something personal because that is the polite thing to do. This way when someone finishes talking and asks me what I think, then I can accurately give them a response based on the information that they have

provided me with or the feelings that they have expressed to me. It can be very frustrating when you are trying to tell someone something about you and they interrupt or make the conversation them instead, so it is important to make sure you are listening to them. Overall, I think that I do a decent job of being an active listener, but there is always room for improvement. In doing this, I will hopefully be able to make an impact on someone's life and let them know that how they feel matters.

Morgan, K. I. (2022). *Davis Advantage for Townsend's Essentials of Psychiatric Mental-Health Nursing* (9th ed.). F. A. Davis Company. <https://bookshelf.vitalsource.com/books/9781719647564>