

Andrea Pulizzi
Psych Nursing
29 May 2024

Unit 2 Reflection Paper

Communicating with others is an essential part of life. It is vital that a nurse has good communication skills as they will be communicating with multiple people including patients, healthcare providers, other healthcare disciplines, and others. I know my communication skills are not perfect, however, they have definitely improved over the years. I have gained confidence and with practice I have better conversations with individuals and ask better questions. I have some thoughts of what others think about my communication.

I feel that I mostly receive positive feedback about my verbal communication. One of the best compliments I have received from my coworkers is about my kindness when I speak. I always try to portray a tone of friendliness when I'm speaking to others, particularly patients. I believe the tone a person speaks with can make or break an interaction between individuals. Recently I was complimented by a coworker about my politeness on the phone with a disgruntled patient. I know that having a negative attitude with the patient would not be beneficial and I spoke in a way I know I could be proud of. One bad habit I occasionally notice I do is trail off when I'm talking and not finish my sentence. I have begun to notice this because people have pointed out that I have not finished what I was saying I don't know why I do this, but I know make a conscience effort to finish sentences when I think I'm about to trail off.

When being a listener I try to be as attentive as I can. I am not always perfect at it. There are times I'm scrolling on my phone when someone is talking to me and I know that it is a bad habit that I need to stop because regardless of if I am listening or not, it does not give the impression that I am. One thing I do that drives my boyfriend up a wall when I'm listening is I will periodically say "mmhm." I do this so the individual talking knows I'm listening; my boyfriend says I do it so frequently and rhythmically that it makes it seem I'm not listening. I disagree with him and tell him I am listening but after reflecting on it I can see how it might come off as not paying attention. Being an active listener can be even more important than the communicator in a conversation; There are some individuals in my life that I find having conversations with difficult, whether family or coworkers, because they are not active listeners. This makes the conversation much longer than it needs to be and often times confusing.

As for nonverbal forms of communication I utilize hand gestures and facial expressions frequently. It's probably the Italian in me because I often use hand gestures subconsciously without much realization. I know there are sometimes where these gestures are flamboyant because individuals have pointed them out and we have laughed together at how silly they are sometimes. I notice that when I'm talking on the phone is when I produce the most facial expressions most likely because I know the person I am speaking to cannot see me. It seems I have the most expression when I'm confused or the person on the other line is getting long winded. I don't find this to be a negative thing as long as I don't carry these facial expressions into face-to-face conversations.

Overall, I find that my communication is effective. When speaking to others, particularly at work, I gather all the information that I need for the conversation beforehand so I can communicate all necessary items in a concise manner. This ensures that I am confident while I speak and ready for any questions that may arise. I also make sure to maintain a positive tone when I speak as that can make or break a conversation. I continue to learn positive communication and active listening skills as I communicate with others in a professional setting.