

## 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 struggle with communication all of my life. It started as a young child when I struggled with finding the words to complete my sentence. My mom always had to tell me to slow down and think about what I'm trying to say. I remember reading out loud and a teacher once told me that I had to read a passage again because no one could understand what I was saying. This made me a very emotional child because I couldn't express my frustrations. As I've gotten older, I've worked on how I communicated with others in hopes to make up for the frustration I had when I was younger. It is still a work in process and I will continue to work towards this.

When my husband and I first moved in with each other, communication was the biggest struggle of our relationship. He would shut down and I would try and pry. I would start the conversation and make myself open to listening by looking at him, turning off the tv to make sure that he knew I was listening and trying to be open to conversation. When he was not receptive to this, I was quick to frustration and would express that. We have come a long way since then and he has told me that he feels like I'm easier to talk to because I no longer pry and allow him to start talking in his own time. I still make sure he knows that if he would like to talk, I am prepared to listen. I enter each situation with a calm presence and try to remain neutral no matter what the topic is. This is still a work in progress but I feel ever since I've tried this approach, our communication has been stronger and nothing like when our relationship first began.

When I have a problem, I have a hard time initiating what is wrong. I have a to bottle up my problems and continue to allow my frustration to build up and build up until I either am so extremely emotional or angry and nothing will help. I will shut down and shut myself in my room. I try my hardest to not snap at people but really the only person in that moment who can get through to me is my husband. After a moment of him trying to cheer me up, I am usually more willing to express what is upsetting me and frustrating me. I plan to work on this by coming up with more stress relief and figuring out how I can express my problems without hurting anyone else's feelings.

I have always made sure that my friends always knew they could talk to me. My best friend and I sometimes spend a whole night just talking about what's bothering us lately. When we have these nights, we have a rule that we will not have our phones and tv only on music to fill any silences. I also present myself as listening contently by looking directly at my friend, sitting squarely toward her and having a calm presence. I make sure that when it is my turn to talk or give advice, I reiterate what she had said to me, so she knew that I was listening. I react with appropriate facial expression to make sure she knows that in that moment, her problems and what she has to say is the most important thing to me. When it is my turn to express my problems and ask for advice, she returns the same favor.

My communication at work has always been considered very open and respectful. My coworker has told me that she enjoys watching my interactions with patients because I make their problems feel heard. My goal is to make sure that each patient know that they are in the exact place that they need to be. I will also listen to what is frustrating them most during their stay. I stay quiet and do not interrupt them and I try to stay calm and welcoming. By doing this, the patients feel as though they can talk to me more and they usually feel better after they can express their problems. If the situation becomes more unproductive and it seems to make the situation worse, I usually try to focus them onto something else and if it doesn't work, I usually excuse myself and leave the room and go get the nurse who can usually help the situation better than I can.

I am hoping to learn how to better communicate with others this semester. I already feel as though I know how to communicate more therapeutically by reading the chapter. I am a work in progress and I will continue to work to be able to express myself in a more appropriate way as well as continue to listen to others in a way that makes them feel heard.