

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.

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Psychiatric Nursing
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Reflection Paper Assignment

I have been told by family and friends that I have a very passive way of communicating with others. I am very easy going when conversing with people outside of my family, but having a passive way of communication can lead to issues when it comes to misunderstandings. Sometimes being a passive communicator can be misconstrued as being fearful to speak up, being upset or angry, or just simply ignoring someone. Another reason why passive communication can be misunderstood is as not listening when you fail to respond, even though what a person may say to you may not require a response, but they feel it does.

I can use this self-awareness to promote the development of therapeutic relationships and communications by adjusting how I speak to patients or even complete strangers. Even though I may not be the best communicator I can use more nonverbal communication to physically show that I am listening by leaning towards the individual speaking, initiating and maintaining eye contact, nodding my head, and giving my full attention and not doing anything else that can be interpreted as distracting or sidetracked.

I do feel that I am an active listener, however if you ask my parents, they'll tell you I have selective hearing. In reality I am probably not the best at active listening, I forget things easily and prefer to multitask to somethings done faster.

I have also noticed that dependent upon the situation, my type of communication can change. For instance, I was employed at the waterpark Kalahari and was a lead lifeguard for 2 years. Towards the end of a day shift a disgruntled guest was upset that one of my lifeguards didn't pay him any attention and was doing her job, so he started to cause a disturbance in the pool and upset the other guest around him. I was called over to take over the situation and ended up having to kick him out of the pool. The guest came over started yelling and screaming in my face and used assertive communication when he wanted to go back in the pool. I told him, "I'm sorry you feel that way, but you broke the rules and disturbed the other guests in the pool. This is the consequence of your actions." I walked away from him after that.