

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.

There are many components to nonverbal expression that a nurse may use with any of their patients. These components consist of the distance that you keep between you and the patient, any facial expressions that can be used, eye contact with your patient, your physical appearance and the surrounding environment also plays a role in nonverbal expression, and also the use of touch in any way can be a form of nonverbal expression. These all help build a rapport with your patient not only so they can trust you, but you can also understand your patient better if you analyze nonverbal expressions they make.

I had sat down with a couple coworkers last night to ask them how they feel about my communication within the workplace and my patients. Some of the responses that I had gotten from them were that I am always maintaining eye contact, I always have a positive attitude with the workplace and the patients, my tone of voice is always therapeutic to the situation, and they actually all said they think I'm a good active listener with patients. I already knew they were going to tell me this, but they said I ask a lot of questions but in a good way. I do that in general not just at work. I can use many of these components in various ways to help with understanding the patient, patient satisfaction, building rapport with the patients, making them feel more comfortable, etc.

In regards to eye contact, it shows the patient that you are listening and interested in what they have to tell you. It can also show empathy towards them, which a lot of times the patients really need that. Just with the patient knowing you are interested in what they have to tell you, it opens the door to learn a lot of pertinent information. Having a positive attitude in the workplace and towards patients is so important. I think this is one of my best traits because even when I'm tired at 3 am I still make sure to be positive to every patient situation. I will continue having a positive attitude and learn more about therapeutic communication which goes together and ultimately promotes the development of overall therapeutic communication. This is important because you perform better if you're in a better mood, and always having a positive attitude helps with your performance with patients. If I'm positive all the time, I'll be able to offer more support, empathy, comfort, and compassion for my patients and their families. Patients feeling like they are being treated with compassion is the most important thing to me.

The tone of voice plays such a major role in communication with the patients, and I've learned so much about this over the last two years working in healthcare. Using the appropriate tone of voice to situation allows the patient to feel comfortable as if they are in a therapeutic environment.

On the flip side, if you don't use the appropriate tone of voice, (non-therapeutic communication) it can lead the patient to feel things such as anxiety and start to have doubt in their care with you. I feel like I've gotten very well with my tone with patients, and I will continue to improve that always as it has such an effect on the patient either positive or negative depending on if it is therapeutic or not.

One of my greatest communication techniques is asking questions. Due to this, I've become a good active listener as well. Active listening is so important because this also helps make the patient feel more comfortable and willing to open up to you which you can learn a lot of important information with. I can use active listening to create a mutual respect with my patient which in turn leads to a better relationship, which is therapeutic for patient