

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.

Family members and others have told me countless times that I need to speak louder and more clearly during a conversation. I have noticed many times when talking to people that they either move closer or say what was that and I realize I'm speaking quietly. When conversating I have been told that I'm going at listening and just letting them vent to release that frustration. At times I can provide helpful thoughts but when I am unable to, I try my best to provide insight on the situation at hand to draw out the primary stressor to start working through it. I can use the action of others to understand when my communicating isn't being very effective due to my quiet and soft tone of voice. When I notice this, I will speak up to have a concise and understood conversation. I have never been told that my words spoken convey a different thing when compared to my body language and overall nonverbal communication. During conversation I tend to ask why a lot so I can get a better understanding and grasp of the situation at hand so I can try to think of ways I can potentially be helpful or provide therapeutic or helpful communication back. I personally thing I am a active listener due to the fact of when conversating I am at same level of the other person as well as constantly facing them and actively staying engaged with the conversation. I rarely have to say what was that or can you repeat due to staying engaged with the conversation. I put away distracters such as my cell phone and position myself where I'm not fidgeting with anything to signify that I'm bored with what we are discussing. I make sure to not roll my eyes or fixate on something other that the person I am conversating with to let them know that I am paying attention to them and the discussion we are having. I acknowledge what they are saying during the conversation by either saying okay and let them continue or a simple and small head nod. I make sure to sit upright and not slouch down to show I am paying attention and that I'm not bored with our conversation. I maintain a soft or balanced tone of voice and don't raise my voice when they say something I don't personally agree with. A few ways I think I can improve my therapeutic communication is picking up on others nonverbal communication cues better for when they want to either switch topic or im not saying the right thing that they agree with. Sometimes I'll say something and the other person will shrug their shoulders down and I'm thinking they agree with what I'm saying and know that I'm correct but dislike the fact that I am. I assume the conversation will continue as normal as it had but they will reenter with a change in their voice, or a harsher tone and I realize I need to back track because something I said was phrased correctly or overall wasn't therapeutic. A few nontherapeutic communication techniques I make sure to avoid is crossing my arms when talking because it can be interpreted as disagreeing with them or being rude. Another thing is to not challenge or reject statements made by the other person because it can make them agitated or lead to an argument unintendedly. You also shouldn't completely agree with the other person because it can just feed ego to make them feel like they did nothing wrong when in fact with the discussed situation at hand they were in the wrong. Completely agreeing with another person will leave them with no room for growth or to modify any way of thinking. Another downside of agreeing with everything is the other person might think you aren't actually paying attention if your not putting in any verbal input besides saying okay, nodding or I agree the entire time. To show active listening it is best to be able to same level of the person you are talking to so if they are sitting down then you should as well if able to. Maintain eye contact and during the conversation intermittently nod or say okay as an interaction to show you are listening. Maintain good posture such as sitting upright in an attentive state without arms crossed to present yourself as you are listening. Overall, I do believe I perform active listening well with also having practiced it multiple times. I also have become good at therapeutic communication due to utilizing it at work consistently and have practiced it multiple times when talking to various patients at work as well as multiple friends and family members outside of work. I do believe I have a lot of room for improvement because I know I am not perfect. I will hone these skills through the education from school and the many years of working as a nurse in the future.

Resources

- Bergeron, D., & Loignon, A. (2024, May 10). *What is active listening?*. CCL.
<https://www.ccl.org/articles/leading-effectively-articles/coaching-others-use-active-listening-skills/#:~:text=Active%20listening%20requires%20you%20to,retain%20the%20information%20for%20later.>

- Ernstmeyer, K., & Christman, E. (1970, January 1). *Table 2.3B, [nontherapeutic responses []]*. - *nursing: Mental health and community concepts - NCBI bookshelf*. Nursing: Mental Health and Community Concepts [Internet].
https://www.ncbi.nlm.nih.gov/books/NBK590036/table/ch2communication.T.nontherapeutic_respon/

- pedia, R. (2017, July 3). *Therapeutic and non-therapeutic communication*. RNpedia.
https://www.rnpedia.com/nursing-notes/psychiatric-nursing-notes/therapeutic-non-therapeutic-communication/#google_vignette