

Unit 2: Reflection Paper

Communication skills can come in various forms and varieties. From talking, listening, and even body language. These skills serve a very big role in healthcare along with everyday living. The way communication is presented can either help the individual or make them more distraught. Having these skills can help form a more meaningful relationship with the individual and help them feel more at ease.

As a person who loves to talk and have conversations, I've learned the right and wrong ways to communicate. Many people have told me that I am very good at maintaining eye contact during conversations. This helps the other individual feel heard and lets them know that I am actively listening to what they are saying. Not only does it let them know you are listening, it shows respect to that individual. Body language is another skill that I have been told I excel in. There are many times where I am in a conversation that I may not want to be in, but having a positive body language can make a huge difference. Body language can express a person true thoughts and feelings without having to say a single word. This skill is especially important when talking to patients. Since working at a hospital I've had to learn how to promote a positive body language. This includes standing up straight, smiling, eye contact, and hand gestures. The small things like those can really make a difference in how communication is perceived. Being able to show the same respect to someone that we want in return is very important during communication.

Having positive communication skills will usually result in a positive outcome. This is especially true with patients. Most patients really like to have someone to talk to when in the hospital setting to help soothe their nerves and anxiety. Active listening is a great way to promote the development of therapeutic developments. This is one of the most useful skills to have in any health care setting. Being a good listener can really determine the relationship you will have with the patient. This skill can help a patient form trust within an unfamiliar situation. Patients want to know that their feelings are actually being heard and understood. The most frustrating thing is when someone is listening to what you're saying but not actually hearing what you're saying. What this means is that the individual heard what you are saying to them, but they are not putting the time and effort to help. This happens more often than not in hospitals, resulting in the patient getting more anxious and agitated which can worsen the state they are already in.

Nonverbal skills are just as important as the verbal skills. A big nonverbal skill that I make sure to use is how I present myself. Physical appearance can be really important with how someone may perceive the conversation. People may perceive what I'm saying differently depending on how I present myself. If I were having a conversation with someone and my hair is messy, my clothes aren't professional, and I have major under eye bags the person may not want to listen to what I have to say. In healthcare most people want to talk with someone who knows how to present themselves professionally. Meaning they don't look like they just woke up and rolled out of bed.

Communication skills are important to have in every aspect of life. These skills can help form relationships, trust, and respect. When communication is effective it helps all parties

involved and creates a better understanding of what is trying to be said. Poor communications skills can cause conflicts that can be hard to overcome.