

**Name: Savannah Willis**

**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.*

In the past I've had friends and relatives tell me many things about how I communicate to them. These things include: I am very honest (sometimes too honest), I am direct in a way that I get things done; I can be delayed with messages and emails; I become scattered with what I talk about in longer conversations; I am welcoming and trustworthy; I have also been called a good listener and a genuine friend with how I can relate to something or empathize with something someone is going through.

By being honest and direct when I speak verbal communication becomes much easier. Honesty is crucial in a nurse to client relationship because it builds trust worthiness and good rapport. However, directness can be seen as nontherapeutic because it comes off as offensive if you are not very close with someone, and therefore not great for a nurse to client relationship. However, honesty in verbal communication is a very therapeutic response as you have to be honest with what medications patients are receiving, what their diagnosis is, and how they will be treated.

Many people can attest to the fact I am delayed in messages and emails. When someone directly speaks with me I have to have an immediate response but when I see an email or text I often think I have time to answer and lose track of time with how long it has been since I originally received the text. Patients don't have the ability to email or text nurses however, a nurse can text a physician for requesting orders. If I have a delayed response I could miss or delay treatment which would end up being non-therapeutic and harm my rapport in a good nurse to patient relationship. I should attempt to focus on responding to indirect ways of communicating faster and more efficiently overall as a nurse to help promote time management, nonverbal communication and respect between team members to promote a therapeutic environment for patients.

Due to having ADHD I do oftentimes get scatterbrained when having a longer conversation. I tend to lose track of my thoughts and cannot keep a long conversation, especially if someone is talking for a longer period. Once I lose track of my thoughts, I start to show signs of not actively listening such as lacking eye contact, darting my eyes, and not engaging in conversation or interrupting at inappropriate times. I have not noticed myself doing this with my patients but I have noticed it with friends and relatives. When I am working with my patients, I realize that I am there completing a job so I have to be more serious and attentive with a better mental guard than when I am relaxing with friends. Practicing discipline with active listening in the workplace and clinical is something I strive for. I have been working on active listening for years and have noticed significant improvements. When my friends are talking to me about something very serious I am a great active listener and face them, maintain eye contact, leave room for their longer opinions, and do not interrupt while they are speaking. I believe active listening is a very important nonverbal communication because it establishes a safe and empathetic environment for patients where they can open up to be heard.

Regarding that I have been called welcoming, genuine, trustworthy and empathetic I feel these traits go along with being a supportive and active listener and are good traits to possess to achieve therapeutic relationships. These are traits that are often seen in people who are good listeners because being welcoming and empathetic can help someone be very open and truthful about what is going on with them. Being genuine and trustworthy can help a patient be honest and feel like they are talking to a fellow human being with emotion rather than someone who is trained to respond in predetermined ways. I have noticed that practicing a welcoming position that is relaxed and open helps patients relax immensely in a clinical setting and being empathetic to their problems or concerns is very important to build trust between a nurse and patient. Being trustworthy is something that comes with displaying proper care and being genuine to patients. When a nurse is able to establish a trusting environment the patient will be more honest about their self-care and thoughts they are having; this can lead to accurate assessments being done to ensure that proper care is being taken.