

There are a lot of styles of communication when it comes to communicating including, assertive, aggressive, passive, passive-aggressive, and manipulative communication. Close relatives have told me that I have a Passive communication style. This type of communication is “self-effacing, conflict-avoidant, and easy-going.” I often step back and let others lead the way. I am not the type of person to confront others, I seem to avoid it all costs. Something I never like doing is expressing my feelings/ideas, this can be a good or bad thing. It can be bad because I will be moody one day and my family ask what is wrong and I will tell them I am fine. I do not like my family to know when I am upset. I am not always confident in what I say, especially when I know the answer to a question but am afraid to say it because I may be wrong. That is why I like to sit back and listen and let other people talk.

It is very important to use therapeutic relationships especially as nurses because it will help the patient open more about their needs and their physical/mental health. Therapeutic communicating is essential for providing good patient care. If we do not have therapeutic communication, communication gets lost and we miss out on important information about the patient. It is very important to be goal oriented in therapeutic communication, the goal is directed at learning and growth in effort to bring some type of change in the patient’s life. There are many characteristics when it comes to developing a therapeutic relationship including, Rapport, Trust, Respect, Genuineness and Empathy. As a nurse you must have self-awareness of what’s around you and the patient. If you notice that a patient is feeling sad you must have empathy for the patient, this will lead to the patient trusting you and opening up to you. If a patient is feeling sad a few therapeutic communication techniques include offering self- “How are you feeling today?”, Giving broad openings- “Is there anything you want to discuss?”, Making observations- “You appear sad today.”, and Focusing- “Tell me more about the specific point.”. It is important to know the difference between Therapeutic and Nontherapeutic communication because when you are talking to a patient you want to have good, safe, quality patient care.

I would agree that I am an active listener. An active listener is someone who listens attentively and positively to another person, using body language and words to show interest, understanding, and empathy. I love to just sit back and listen to someone speak then be the one who is speaking. Even if I do not find interest in a conversation, I will still use body language and show interest in the conversation. I will admit that I am not the greatest at paraphrasing the conversation or reflecting. When I do not enjoy a conversation I kind of just zone out but will use like head nodding to look like I am still engaged in the conversation. At all costs I avoid judgement, I do not like making people upset. I would say I am a very judgementless person; everyone is different in their own ways. Giving advice is something I enjoy doing, but I also have a hard time giving advice. For example, if my sister loves the outfit she is wearing, and I think the opposite I would feel bad giving her advice, so I just don’t say anything.

There are many types of verbal and nonverbal communication techniques. Verbal communication is when someone is using words spoken or written. Nonverbal is a person using physical cues or gestures to communicate with another person without using speech. Verbal communication has a less chance of confusion and misunderstanding while nonverbal communication has a bigger chance of confusion and misunderstanding of the message. Examples of verbal communication include face to face conversations with an individual, phone calls, speeches, and group discussions. Nonverbal communication includes physical appearance/dress, body movement and posture, touch, facial expressions, eye behavior, and vocal cues. It is important as nurses we show respect through verbal and nonverbal communication.