

## 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 2, 2025 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.*

I have come to notice that my communication style is understanding, truthful, realistic, and compassionate. When my close friends and family describe my communication style, they

say that I am levelheaded, practical, realistic, understanding, honest, and passionate. I use formal and casual forms of communication depending on the type of conversation. When someone seeks advice or asks a question I tend to dig deep into the conversation. I take time to think about what I am being told, and my response is very put together and formal. However, while I do agree with the overall characterization of my communication style there are additional factors that need to be taken into consideration.

When I am having a conversation that someone is seeking advice or it is a topic that I am passionate about I tend to take it too far sometimes. If it is a conversation regarding a topic that I care a lot about I have a harder time controlling how I communicate. I am very fast to respond, am super active within the conversation, say however I feel about the topic, and can even start interrupting the person I am having the conversation with. If it is a conversation where someone is seeking advice I also tend to get really into the conversation. My responses are extremely thoughtful, I like to say my part of the conversation, and I am very compassionate. This can come across in different ways to everyone. I know that I handle these conversations this way because of how much I care about the individual. However, it could come across to someone that I just interrupt them, say my opinion too much, am not compassionate regarding the other person's feelings, and say too much. I am aware of this, and I try to remind myself to have better control of my communication style in these situations.

One additional detail regarding my style of communication is that while I am a good listener and respect the other individual's communication style majority of the time, I tend to try and finish other people's sentences. It has been brought to my attention that this does frustrate some people and most like to be given a chance to talk. This is hard for me because for a long time I never realized it and I never want to come across to someone as disrespectful. I am hyperaware of it now and there are many times that I forget but I try not to guess what they are trying to say and interrupt them. No one's way of communication is perfect but I do try and remind myself how others can be affected by everything I say.

While there are verbal styles of communication, there are also nonverbal styles. I believe that my nonverbal styles of communication include having positive facial expressions, eye contact, and body gestures. Others describe my nonverbal communication as having an appropriate distance, appropriate tone of voice, being a good listener, positive facial expressions, and having good eye contact. Actively engaging and listening in a conversation demonstrates showing interest in the conversation and paying attention. Nonverbal communication is just as important as verbal, and plays a huge role when creating a positive, respectful, and meaningful environment for the patient when interacting. This aids in developing a therapeutic relation between staff and the patients.

Developing a therapeutic relationship with patients is crucial, especially with psychiatric patients. Having a therapeutic relationship with patients establishes trust, respect, and appropriate boundaries. Having these relationships benefits both the staff and the patient. Patients that have a therapeutic relationship with staff are more willing to be active in their treatment. Adherence to medication therapy, obeying rules, opening up to staff, and reducing further complications. All these factors that can result from a therapeutic relationship overall benefit the patient. My self-awareness on communication can be used to aid in developing a therapeutic communication by providing a safe and calm environment for the patient. Giving them someone that respects, listens, and provides support so that they can feel comfortable overall. Being understanding and compassionate allows trust to build and leads to an overall positive impact on their treatment.

