

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.

Communication takes many forms throughout daily life, such as in school, work, between friends, and family. Communication is one of the most important factors to building relationships, trust, bonding, and knowledge between two people or groups of individuals. These interactions occur in many different forms, such as verbal and nonverbal, and create a baseline into one's true inner thoughts and feelings. During this paper, I will dive into different forms of communication that I have experienced and used throughout my daily life, from my perspective and others of me

I began asking close family and friends about how they perceived me and communication techniques. I ended up getting a very good response from my mother, so I will use that for my outside knowledge. When speaking with my mother, she described my communication as "A very verbose person in conversation, a good listener, and someone who offer's sound advice. You are able to use intellect over emotion when communicating with others, as well as being capable of being empathetic and sympathetic to what others tell you. When you cannot relate to something that is being discussed, you are able to keep an open mind and try to put yourself in that person's position, so you can relate to another in a way they need. You are open and willing to share your own personal experiences to tie your experiences to another's as well. You are able to be non-judgmental during these conversations, even if it is about something out of your comfort zone. You are able to understand when the other person needs the center of a conversation, and you are able to offer an open ear to someone when they just feel the need to talk." After being very touched by what my mom had said, I was able to go into Townsend's Psychiatric Mental Health Nursing to delve into what each of these examples mean in a nursing standpoint of communication techniques. When speaking of being able to let someone vent to me in a way they need to, this is being an active listener and using the therapeutic technique of silence in a conversation. According to Townsend, being an active listener includes being attentive, and desiring deep and meaningful conversation with a client (Morgan, 2023). When bringing up this technique with my mom, she was able to describe a few ways I do this non-verbally as well. She added that I open myself up to one another in conversation not only with my time and attention, but with my body language as well. She mentioned that I direct myself and sit towards the person I am having a conversation with, and I am also able to maintain eye contact throughout the interaction. When reviewing this and the techniques, I found these match a few of the SOLER non-verbal communication techniques mentioned in the book, such as S- Sitting toward the client, and E- Eye contact. By maintaining eye contact, this is showing the patient I am interested in what they have to say. This is a therapeutic non-verbal conversation technique, and would be very useful in building trust, showing respect for the client, and helping my client to feel accepted. If I were to not make eye contact, not open my body towards them, or make any disapproving expression such as eye rolling, frowns, or staring blanky, this could cause them to react badly or feel disapproved of. When looking at other aspects of what my mom has to say, I was able to identify some verbal therapeutic communication techniques as well. By trying to relate to the person I am talking with and continuing conversation, I am showing the techniques of acceptance and offering self. This will be useful and positive in the future for my patients as these techniques are beneficial for making them feel accepted and that they have self-worth. The technique of acceptance will help show an understanding of what they have been through, and a willingness to want them to communicate with me. Offering self-displays an understanding of your patient, while also helping to promote their inner thoughts and feelings about themselves.

After reviewing some techniques and how I have been told I communicate, I am now more conscientious about how I can effectively communicate in therapeutic ways and mannerisms to provide thoughtful and meaningful conversations with my future clientele. By doing this, I can help them feel accepted and promote their trust in others.

Sources:

Morgan, K. I. (2023). *Davis Advantage for Townsend's essentials of psychiatric mental health nursing* (9th ed.). Philadelphia, PA: F.A. Davis Company. <https://www.fadavis.com/>