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Psychiatric Nursing – 2019

Unit #2 Questions – Online Assignment

1. When the nurse’s verbal and nonverbal interactions are congruent, he or she is thought to be expressing which characteristic of a therapeutic relationship?

Answer: Genuineness

2. During which phase of the nurse-patient relationship does each of the following actions occur?

**a. The nurse may become angry and anxious in the presence of the patient.**

Answer: The preinteraction phase

**b. A plan of action for dealing with stress is established.**

Answer: The orientation phase

**c. The nurse examines personal feelings about working with the patient.**

Answer: The preinteraction phase

**d. The nurse and patient establish goals of care.**

Answer: The orientation phase

3. “What do you think you should do”? If the nurse makes this statement to a patient, it is an example of what technique? Is it therapeutic or nontherapeutic?

Answer: Reflecting-therapeutic

4. “Just hang in there. Everything will be all right.” If the nurse makes this statement to a patient, it is an example of what technique? Is it therapeutic or nontherapeutic?

Answer: Giving false reassurance- nontherapeutic

5. 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?

Most family and friends say that I often shut down when communicating about serious things. When I do talk about something serious, I tend to use humor and sarcasm as well. Depending on who I am talking to, the humor and sarcasm can be either therapeutic or nontherapeutic. For example, when talking to my brothers about serious issues, it is commonplace for one of us to joke and find a mutual humor to connect on. This way of communicating does not work in all aspects. One place that this communication style would be nontherapeutic is when communicating with different patrons at my job. It is difficult to read people to identify if they are receptive to humor and sarcasm until I have had some time to talk with them.

I think that being aware that I tend to shut down during serious discussions when I am unable to rely on humor and sarcasm makes me more aware of the style of communication needed by the person I am speaking with. I try to pick up on communication style quickly and adapt as needed. My profession as a bartender has been really helpful in developing my communication skills. Some patrons enjoy humor and sarcasm, some enjoy respectfully short rounds of communication, and much of my job depends on nonverbals. Because I am quieter, I read nonverbals of those people around me to understand how someone may be feeling.

My job has exposed me to numerous types of people of all cultures and age groups. I feel comfortable in my communication skills because I am quick to adapt to the needs of the clients. I have found that I often rely on the clients to do most of the talking but I am able to keep simple, open ended ques to ensure a solid ground for conversation and relationships. While I may tend to be quiet and reserved in my personal life, I tend to maintain professional and therapeutic relationships with my clients.