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Leadership and management

Effective communication skills are critical in nephrology units for patients, staff members, and the organization to decrease errors, work together as an interdisciplinary team, and have smoothly running unit operations. The desire and willingness to communicate are important for maintaining safety in healthcare settings, and the lack of effective communication is the most common patient complaint. Skills needed for successful communication include verbal dialogue, active listening, interpretation of body language, empathy, confidence, charisma, and cooperativeness. Miscommunication can occur due to language barriers, misinterpretation, and poor listening skills. Effective communication skills are an essential competence for all members of the interdisciplinary team (Payton, 2018). Communication with patients and family should be initiated before the start of care. It is important to have a good understanding of how to appropriately discuss care and treatment regimens. Nurses should use body language accordingly to their care and education. In all, effective communication starts with nurses and should be done throughout the whole unit to ensure positive care for the patients.

Payton, J. (2018). Improving Communication Skills within the Nephrology Unit. *Nephrology Nursing Journal*, 45(3), 269-280.