

Types of communication:

- Make sure the writing is clear, concise and easy to read.
- You should rarely use abbreviation when writing.
- Make sure your written communication is accurate, factual, and objective.

Therapeutic communication:

- Make sure to use open-ended questions instead of close-ended questions.
- Silence is useful when a client needs to make a decision and organizes thoughts.
- Asking why is an example of non-therapeutic communication because it can cause resentment, insecurities and mistrust.

Factors that affect communication with individuals and groups:

- Respecting a person culture helps with patient centered care and communication.
- Holding, stroking, smiling, feeding, soothing and caring for babies helps their normal growth development and overall wellbeing.
- Impairments with hearing can affect how the client receives communication and nurse needs to work to figure the best communication technique.

Client education

- Another important role of a nurse is being the client educator.
- A learning style is the way people process information. There are three different learning styles, which include visual, auditory and tactile.
- There are three different learning domains which include cognitive, affective and psychomotor which all should be used when educating a client.