

Types of communication: Components of verbal communication

- When communicating speak slowly and clearly.
- When communicating with client's information should address client's immediate concerns.
- When communicating humor can relieve tension but must be used cautiously.

Factors affecting communication with individuals and groups: intergroup conflict

- In the interdisciplinary teams should work together to advance and promote quality care.
- In the interdisciplinary teams consist of nurses, therapist's, providers, administrators, and department representatives.
- Collaboration prevents intergroup conflict.

Factors affecting communication with individuals and groups: cultural factors that affect communication

- Culture includes values, beliefs, language, attitudes, and customs.
- Client- centered care value clients' uniqueness.
- Understand your prejudices or preconceived notions.

Factors affecting communication with individuals and groups: developmental topics for older adult client

- Older adults have a slower processing, and less spontaneous responses.
- With older adults speak loud and pause for response.
- Older adults spend extra time to listen for response.

Factors affecting communication with individuals and groups: methods for conflict resolution through collaboration

- Each member is self-aware, clearly communicates in decision-making process.
- Collaboration is not necessarily cooperation.
- Members of the group respect opinions of other members, are reasonable, fair, open, honest.

Factors affecting communication with individuals and groups: types of conflict when communicating among staff nurses

- Co-workers disagree due to values, ambitions, and belief systems.
- Self-esteem, self-worth, frustration may impact relationships with clients.
- Resolution of a conflict begin with yourself and working with members of the team.

Organizational communication: effective intraprofessional communication

- Assertive communication combines honesty, tact, and active listening while providing feedback.
- Assertive communication is difficult to master.
- SBAR is an effective communication tool.

Organizational communication: identifying components of SBAR technique

- SBAR consists of situation, background, assessment, recommendation.
- SBAR improves communication of client information.
- SBAR-R adds the receiver.

Organizational communication: organizational structure and discussing progression of orienting nurse

- Structures form a large number of workers needing a supervisor.
- Formal structures are written policies and procedures.
- Informal structures are day-to-day interactions.

Organizational communication: using SBAR technique

- While using SBAR first identify yourself, your unit, and briefly discuss the problem.
- B stands for background in SBAR so state the client's pertinent medical history and treatment.
- A is for assessment in SBAR so you would list the vital signs and pain scale.

Client education: identifying factors to support learning

- When teaching a client, limit interruption.
- When teaching a client, the light should be on and bright.
- When teaching a client, the temperature should be at a comfortable level.