

Types of Communication (3 items)

Types of Communication: Components of Verbal Communication

- 1) Verbal communication involves word choices and the meaning behind them
- 2) Talking at a slow pace is considered soothing.
- 3) Communication should be clear and brief when talking to a patient.

Types of Communication: Components of Verbal Communication During Initial Assessment

- 1) Verbal communication involves values, perceptions, culture, age, education, and socioeconomic.
- 2) During the initial assessment communication should be clear and concise.
- 3) Nurses should be able to respond to behavioral cues with correct verbal communication.

Types of Communication: Nonverbal Communication

- 1) Physical cues can support or conflict with verbal messages.
- 2) Nonverbal communication involves facial expressions, posture, eye contact, tone of voice, and general appearance.
- 3) Nonverbal communication is unconsciously motivated and unveils their true feelings.

Therapeutic Communication (1 item)

Therapeutic Communication: Nontherapeutic Communication Minimizing Client's Feelings

- 1) Closed ended questions discourages clients from expressing concerns and continue discussion.
- 2) False reassurance can cause harm and distress to the client and blocks the ability to express feelings.
- 3) Arguing and disagreeing with a client invalidates their perceptions and insinuates that they are misinformed, lying, or uneducated.

Factors that Affect Communication with Individuals and Groups (5 items)

Factors Affecting Communication with Individuals and Groups: Intergroup Conflict

- 1) Nurses, therapists, providers, administrators, and department reps should be working together to avoid intergroup conflicts.
- 2) Collaboration prevents intergroup conflict.
- 3) An example of an intergroup conflict would be two people from the interdisciplinary teams disagreeing on a clients plan of care.

Factors that Affect Communication with Individuals and Groups: Cultural Factors that Affect Communication

- 1) Culture consists of values, beliefs, language, attitudes, and customs.
- 2) Nurses must respect the cultural beliefs of their clients and make their plane of care centered around them.
- 3) Client might want to implement nontraditional healing methods like hot and cold remedies before pharmacological medicine

Factors that Affect Communication with Individuals and Groups: Strategies that Affect Communication

- 1) Avoiding conflict prevents resolution and problems will escalate and reemerge.
- 2) Compromising creates a positive outcome for self and the other person.
- 3) Assertive communication helps verbalizes personal beliefs and desires.

Factors that Affect Communication with Individuals and Groups: Types of Conflict When Communicating Among Staff Nurses

- 1) Competing is an aggressive or passive-aggressive approach where an individual or group seeks personal goals at the expense of others.
- 2) Collaborating is when groups work together to resolve the conflict.
- 3) Compromising is when both parties give up something to resolve the conflict.

Factors That Affect Communication with Individuals and Groups: Using Collaboration to Resolve Conflict

- 1) Collaborating ensure that each member is self-aware and clearly communicates in the decision-making process.
- 2) Each member of the group should respect opinions of other members, are reasonable, fair, open, and honest.
- 3) When collaborating, one must maintain their rights and respect the others opinions.

Organizational Communication (3 items)

Organizational Communication: Identifying Components of SBAR Technique

- 1) Situation in SBAR means to identify yourself, your unit, and briefly discuss the problem that you want to address.
- 2) Background in SBAR means to state the client diagnosis, admission date, and code status, provide important medical history and summarize the treatment plan.
- 3) Assessment in SBAR means to state the most recent vital signs, and pain scale, and include any changes since the previous assessment.

Organizational Communication: Organizational Structure and Discussing Progression of Orienting Nurse

- 1) Five essentials when orienting a nurse are preparation, incorporation, goal-directed precepting, direct and timely two-way feedback and ongoing support.
- 2) The orienting nurse should use effective assertive communication skills when speaking to colleagues.
- 3) These types of relationships are peer/colleague, superiors, and subordinates.

Organizational Communication: Using SBAR Technique

- 1) SBAR stands for situation, background, assessment recommendation.
- 2) The SBAR technique is used when giving report to another person on the health care staff.
- 3) SBAR is used to organize the information regarding a client to ensure they get proper care.

Client Education (4 items)

Client Education: Evaluating Factors Affecting Client Learning

- 1) Evaluating the clients learning style will affect their ability to learn.
- 2) The information being taught should be within the correct reading level of the client so they can easily understand.
- 3) The teaching should be change if they have any issues that affect their learning like hearing or vision deficits.

Client Education: Identifying Factors to Support Learning

- 1) Promoting a positive environment supports learning.
- 2) Readiness of a client to learn will support then in the teaching/learning process.
- 3) The ability of a client to learn in a way that they understand will help them have a better learning experience.

Client Education: Steps in the Client Education Process

- 1) The first step would be to figure out what exactly the client needs to learn.
- 2) Assessing how the client learns by having a conversation or observing them during interview, questionnaires, or records.
- 3) A personalized teaching plan should be made for the client which promotes the most favorable outcome.

Client Education: Teaching Clients who have Hearing Loss

- 1) Creating a handout in the clients reading level will help teach them.
- 2) Visual and tactile learning would be best for a client who has hearing loss.
- 3) For a client with hearing loss, ensuring they have their hearing aids in or speaking at the correct volume will help them in the teaching process.