Types of Communication

- Components of verbal communication – word choice, word meaning, pace and intonation, recognizing vocal intonation, clarity and brevity, using clarity and brevity, timing and relevance, adaptability, credibility, and humor.
- Components of verbal communication during the initial assessment – understanding each component and how to properly use it can help build trust and rapport between you and your client.
- Making corrections using effective written communication – any corrections documented need to be clear, timely, accurate, and have correct spelling and grammar.
- Modes of communication for beneficial client outcome – the four modes of communication that can be used to benefit the client are verbal communication, nonverbal communication, written communication, and computer-mediated communication.

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Module: Types of Communication
Tutorial: Nurse's Touch: Professional Communication

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Therapeutic Communication

- The appropriate therapeutic communication techniques for client education are active listening, silence, providing leads, focused questioning, open-ended questioning, exploration, clarifying, paraphrasing/restating, clarifying concerns, reflection, touch, offering presence, refocusing, and summarizing.

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Factors that Affect Communication with Individuals and Groups

- Cultural factors that affect communication – cultural competence, trends, impact, religious beliefs, self-awareness, pitfalls, nontraditional healing methods, competence, family, communication style, space, and time orientation.
- Development topics for older adult clients – some topics to discuss with older adults are hearing/vision loss, slower processing/less spontaneous responses, story-telling, family history, roles, customs, coping styles, and health practices. Allow time to listen and give the client adequate time to respond.
- Barriers to effective communication – visual, hearing, and feeling/smelling deficits, cognitive impairments, structural deficits, and aphasia.

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Client Education

- Evaluate a client's physical deficits, lack of time, learning disabilities, and literacy levels to understand the client's ability to learn.

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