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ATI Professional Communication Remediation

Types of Communication: Components of Verbal Communication During Initial Assessment

- The sender begins the communication and transmits the message using clear language without medical jargon. Tone, word choice, and gestures all must be considered.
- The message is what the sender says. Body language is how the sender's body movements convey the message.
- You can see if clarification is needed based on cues from the listener. This helps create a better understanding of the message and allows the sender to make sure the listener fully understands the message.
- Channels are the ways of sending a message, such as visual, auditory, and tactile.
- Receivers get the message and translate it to their understanding. The understanding of the message is determined by the receiver's beliefs and personal experiences.
- Feedback is the response from the receiver to the sender, which helps the sender evaluate if the message was understood.
- The environment is the overall setting where communication is occurring. If the environment is filled with loud noises and many people, ineffective communication may occur.

Types of Communication: Nonverbal Communication

- Vocal inflection helps convey the feelings behind verbal communication. Raising or lowering your pitch can help convey confusion, anger, or doubt.
- Posture affects how the message is understood. Good posture helps the receiver understand the sender as being confident. Bad posture can indicate discomfort. Tense posture, such as crossed arms, can look like anger.
- Understanding a patient's personal preferences around personal space is important. Many daily tasks in nursing care invade personal space, which may decrease understanding when communicating. By remaining an arm's length away and evaluating the client's preferences for what they consider personal space, communication may be more effective.