Types of Communication:

Making corrections using effective written communication-

- Clear, timely, accurate, correct spelling
- Accurate- no opinions (seems, apparently or appears)
- Correctly spelling- use reference materials

Modes of Communication for beneficial client outcome-

- Verbal -values, perceptions, culture, age, education, socioeconomics
- Nonverbal- may or may not match verbal
- Written communication- timely and accurate

Therapeutic Communication:

Appropriate therapeutic communication techniques for client education

- Active listening- SOLER (sit facing client, observe open posture, lean toward client, establish/ maintain eye contact, relax)
- Open ended questions- expand conversation
- Touch- conveys sympathy

Techniques for client communication by clarifying

- Facilitate understanding
- Restates basic message
- Confirms mutual interpretation of message

Factors that affect communication with individuals and groups:

Intergroup Conflict

- Collaboration prevents conflict
- Work together to promote quality care
- Client confidentiality

Cultural factors that affect communication

- Cultural competence
- Trends- predicted growth of population
- Religious, spiritual beliefs

Strategies that affect communication

- Incompetence- nonjudgmental
- Interpreting
- Self-awareness

Types of conflict when communicating among staff nurses

- Interpersonal conflict
- Intergroup conflict
- Intragroup conflict

Organizational Communication:

Preparing for telephone report to provider

- Active listening and providing feedback
- SBAR
- Assertive communication

Communication affecting relationships within an organization and actions to facilitate change

- Passive communication
- Aggressive communication
- Passive-aggressive (shaming)

Client Education:
Effective written communication for preschool age children
- Build trust, teach in bursts
- Strategies – play, drawing
- May view illness as a punishment

Identifying factors interfere with client learning
- Lack of time
- Learning disabilities
- Low reading ability

Identifying factors to support learning
- Personalized plans
- Assessment methods
- Influencing factors

Indicators of client understanding of teaching using domains of learning
- Cognitive- thinking domain
- Affective- feeling domain
- Psychomotor- skills domain