

Types of Communication: Components of verbal communication

- Understanding how messages can convey different meanings. The tone of your voice and way you say it can make someone think completely differently.
- Understanding that certain words and phrases you say do not have the same meaning in different cultures, so we need to take that into consideration when speaking to someone from a different culture.
- I need to make sure that I understand that what words you choose to say can affect the mood of the conversation, and how the person takes it.

Components of Verbal Communication During Initial Assessment:

- Recognizing vocal intonation. This means that if a patient is feeling frustrated or upset, then we should not get an attitude with them and we need to remain calm during the conversation.
- When doing an assessment, it is important that we speak slowly and clearly so the patient understands what we are doing and what is going on.
- We can use nonverbal cues to help us better understand the patient if they are in pain, and verbally discuss what is going on.

Making Corrections Using Effective Written Communication:

- We must make sure we are using the correct spelling because two words that sound the same could have two completely different meanings.
- I need to make sure I understand that we need to document the time for when we do tasks, and make sure we get it done in a timely manner.
- Need to make sure that the writing is clear and easy to read.

Modes of Communication for Beneficial Client Outcome:

- To help better the clients outcome we must make sure that we take their values into consideration.
- We can also help them by giving them either instructions by explaining or writing so that they are educated.
- We also need to consider their beliefs, such as some cultures do not like eye contact and it is not considered a sign of respect.

Therapeutic Communication: Actions to Maintain Professional Boundaries:

- To maintain a professional boundary, we need to make sure that we do not try to give our patients advice. Instead we should let them talk about how they were feeling.
- Another would be respecting their values, we should not judge them if they are wanting something done that we don't agree with.
- The last is that we need to make the client feel comfortable and in a secure environment, without discussing personal information about ourselves that is not appropriate for the situation.

Appropriate Therapeutic Communication Techniques for Client Education:

- I need to make sure that we are clarifying information when educating the client. This is to make sure that the client is educated correctly and has a good understanding.
- Another thing I need to work on is providing leads, which will help steer the client in the right direction and help them verbalize.
- The last thing that I need to make sure I understand is clarifying any concerns that the client has.

Factors that affect communication with individuals and groups: Cultural Factors that Affect Communication:

- One thing I need to work on is understanding that some cultures use nontraditional healing methods for treatment.
- Another is making sure that I am recognizing the diversity. This means making sure I am not stereotyping people and judging their decisions.
- The last one is understanding that there might be people that speak different languages and make sure we have the proper staff to get an interpreter for them.

Types of Conflict When Communicating Among Staff Nurses:

- Need to make sure we handle interpersonal conflicts correctly, such as communicating the issue and not starting arguments.
- Understanding that not everyone will agree on the same things, and this is something we should be self aware about.
- We need to make sure that we are working together in groups to make sure that we have the best outcome for our patients.

Using Collaboration to Resolve Conflict:

- Need to make sure that everyone is self aware and communicates when making decisions.
- To help resolve we need to be respectful to everyone that we are communicating with in the group.
- Understand that we want to achieve a win-win situation.

Organizational Communication: Organizational Structure and Discussing Progression of Orienting Nurse:

- Understanding who we go to in the line of authority. Us nurses should go to our charge nurse if we are having an issue.
- Need to understand that the amount of people we have can influence the effectiveness of communication.
- There is a difference between formal and informal structure. Formal is planned and informal is unplanned.

Communication Affecting Relationships within an Organization and Actions to Facilitate Change:

- The SBAR affects the communication within the organization because it helps give a better understanding of the patient.
- Being passive can affect the actions because if someone is not communicating then people will not be aware of it.
- The last is that aggressive behavior can affect the relationships and this will hurt the communication and workflow.

Client Education: Evaluating Factors Affecting Client Learning:

- I need to work on understanding the different learning styles.
- Understanding that different ages can affect how the person learns.
- Understanding that there are different obstacles that people have to go through for learning barriers.

Identifying Factors to Support Learning:

- Factors that support learning would be the client's readiness to learn. We need to make sure that they are engaged.
- Understanding the different ways to educate the client depending on what works the best for them.
- Need to know that not every person learns the same way

Indicators of Client Understanding of Teaching Using Domains of Learning:

- Understanding that cognitive domain has different levels of learning.
- Knowing that affective domain focuses on values, feelings, and the person's emotions.
- Psychomotor domain focuses on the client's physical abilities and skills. This is how well they are able to perform them.

Teaching Clients who have Hearing Loss:

- Understanding that we have to teach someone with hearing loss differently, but still treat them with respect.
- Knowing that it is helpful to involve the client and their families so everyone can be educated and they could help them if needed.
- Making sure we identify the physical deficit and making sure that we work with the client and their preferences.