

Types of Communication

- Components of verbal communication

1. Channels: visual, auditory, and tactile methods can be ways to promote communication.
2. Components of communication: sender, messenger, channels, receiver, response/feedback, and noise.
3. Environment is the setting for the communication process, it affects the ability to communicate effectively, and control concerns.

- Effective written communication via email

1. HIPAA requires safeguard
2. Avoid use of email, text message with confidential information, and/or abnormal results
3. Email and texting have become more common in the healthcare setting.

- Making corrections using effective written communication

1. The communication must be clear, timely, accurate, and using correct spelling/grammar
2. Use reference materials
3. Written communication needs to be objective and factual

- Modes of Communication for Beneficial Client Outcome

1. Speak slowly and clearly to the client
2. Should address clients' immediate concerns
3. Provide accurate information

Factors that affect communication with individuals and groups

- Cultural Factors that affect communication

1. Understand cultural view of health and illness
2. Don't use family members as interpreters
3. Provide individualized care for each patient

- Strategies that affect communication

1. Visual impairments
2. Communicating with a client who has hearing loss
3. Any cognitive impairments: brain injuries, Alzheimer's disease, etc.

- Types of Conflict When Communicating Among Staff Nurses

1. Coworkers will have disagreements due to different reasons including values, ambitions, or belief systems
2. Verbal and nonverbal communication begin with self-awareness and sensitivity
3. Resolutions will begin with you working with members on your team.

- Win-Win Outcomes of Conflict Negotiation

1. Based on all individuals deciding to mutually resolve the conflict
2. This is a sign of effective communication
3. Resolution for both parties

Therapeutic communication

- **Appropriate Therapeutic Communication Techniques for Client Education**

1. Show interest in the client
2. Give client opportunity to evaluate understanding
3. Let clients organize thoughts, consider topics, and think through points

Organizational Communication

- **Effective Interprofessional Communication**

1. Assertive technique: effective but very difficult to master
2. Using SBAR for report
3. Active listening and providing feedback

- **Organizational Structure and Discussing Progression of Orienting Nurse**

1. Helping the orienting nurse know the protocols
2. Allowing help when new nurses need help
3. Letting them know about frequently asked questions in the procedures

- **Communication Affecting Relationships within an Organization and Actions to Facilitate Change**

1. Effective communication enhances healthy interactions
2. Channels may occur in many different directions
3. Subordinates are traditional forms of communication