

Professional Communication Assessment Remediation

- 1. Types of communication: Effective written communication via E-mail:** This skill is important to help communicate thoroughly through email without sounding demanding or confusing. It is hard to read people through emails and text messages, making them sometimes interpreted differently than how the writer wanted them to sound.
- 2. Types of communication: Modes of communication for beneficial client outcome:** This skill is important because it is a nurse's job to advocate for their client. In order to do this, nurses must be able to communicate and stand up for their clients when they cannot do so themselves. This helps achieve the best outcomes for the client.
- 3. Therapeutic communication: Appropriate therapeutic communication techniques for client education:** This skill is important because when conversing with a client, it is important to show that you care for them. When using this skill while educating the client, it can make them feel free to ask questions and help to make sure the client understands what they are being educated on. This way they can use the knowledge they are given when they are no longer in the hospital relying on nurses.
- 4. Factors affecting communication with individuals and groups: Intergroup conflict:** This skill is important to help deescalate conflicts and help find resolutions within the workplace. Conflicts in the workplace can result in nurses being distracted and can lead to preventable mistakes. This makes it important to help relieve these conflicts. Not to mention, it is important to work as a team, rather than go off individually.
- 5. Factors that affect communication with individuals and groups: Types of conflict when communication among staff nurses:** This skill is important because it is crucial that nurses work together. If nurses are conflicting, it can lead to tension and cause them to stop working as a team. This can further impact a patient's care. It is important to relieve these conflicts so nurses can work together.
- 6. Organizational communication: Effective intraprofessional communication:** This skill is important because it can help create a supportive workplace with nurses. This can also help prevent errors and improve patient outcomes.
- 7. Organizational communication: Identifying components of SBAR technique:** This skill is important as SBAR pertains to relaying

information during shift changes. Missed information can affect a client's care greatly, this is why it is important to be able to effectively communicate their information to the next shift nurses.

8. Organizational communication: Organizational structure and discussing progression of orienting nurse: This skill is important to be able to see mistakes new nurses may make and be able to help walk them through the correct way. This helps to not only increase patient outcomes, but help the orienting nurses gain more experience and confidence.

9. Client education: evaluating factors affecting client learning: This skill is important because many factors can influence a patient's ability to learn. If these are not recognized, patients may say they understand what the nurse has said, but not really mean it. This skill helps maximize the effectiveness of the teaching and can help make it easier for the client to understand based on their health literacy.