

## **Journal #2**

1. Two therapeutic communication techniques are active listening, and open-ended questions.
2. Active listening – the nurse can hear, observe, and understand what the client communicates and to provide feedback.

Open-ended questions – facilitates spontaneous responses and interactive discussion.

I would use active listening to improve my productivity, my ability to influence, persuade, and negotiate. Implementing active listening is also a way to avoid conflict and misunderstandings. I would use open-ended questions for a way to engage conversations with the clients.

3. I have seen the nurses implement active listening and open-ended questions towards the clients on the unit.