

# Module Report

Tutorial: The Communicator 2.0

Module: Technique Identifier: Client undergoing knee surgery



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Program Type: BSN

Time Use and Score			
	Date/Time	Time	Score
Technique Identifier: Client undergoing knee surgery	2/14/2020 10:09:59 PM	19 hr 38 min	100%

NT Technique Identifier Knee		
<b>Technique 1</b>		
<b>Selected Option/ Result</b>	Nontherapeutic	<b>Result: Correct</b>
<b>Rationale</b>	Lack of eye contact is a nontherapeutic nonverbal communication technique because it indicates the nurse is not interested in what is being said by the client.	
<b>Technique 2</b>		
<b>Selected Option/ Result</b>	Therapeutic	<b>Result: Correct</b>
<b>Rationale</b>	Clarifying is a therapeutic communication technique because it allows the health care provider to validate the message received to ensure that both the nurse and health care provider have a mutual interpretation of the message.	
<b>Technique 3</b>		
<b>Selected Option/ Result</b>	Nontherapeutic	<b>Result: Correct</b>
<b>Rationale</b>	Giving a defensive response is a nontherapeutic communication technique because it implies that the client does not have the right to express personal feelings.	
<b>Technique 4</b>		
<b>Selected Option/ Result</b>	Nontherapeutic	<b>Result: Correct</b>

<b>Rationale</b>	Focusing on self is a nontherapeutic communication technique because it prevents the client's goals from being perceived as most important.	
<b>Technique 5</b>		
<b>Selected Option/ Result</b>	Therapeutic	<b>Result:</b> Correct
<b>Rationale</b>	Establishing and maintaining eye contact is a therapeutic nonverbal communication technique because it indicates the nurse is interested in what is being said by the client.	
<b>Technique 6</b>		
<b>Selected Option/ Result</b>	Therapeutic	<b>Result:</b> Correct
<b>Rationale</b>	Building trust with a client supports the establishment of a therapeutic relationship based on acceptance, empathy, honesty, and reliability.	
<b>Technique 7</b>		
<b>Selected Option/ Result</b>	Nontherapeutic	<b>Result:</b> Correct
<b>Rationale</b>	Asking a "why" question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question.	
<b>Technique 8</b>		
<b>Selected Option/ Result</b>	Therapeutic	<b>Result:</b> Correct
<b>Rationale</b>	Reflection is a therapeutic communication technique because it directs questions and feelings back to the client in relation to what the nurse understood and heard, while encouraging the client to explore feelings and ideas about a situation.	
<b>Technique 9</b>		
<b>Selected Option/ Result</b>	Therapeutic	<b>Result:</b> Correct
<b>Rationale</b>	Having respect for the client supports the establishment of a therapeutic relationship, even when the client's beliefs, attitudes, and values are different from the nurse's.	
<b>Technique 10</b>		
<b>Selected Option/ Result</b>	Therapeutic	<b>Result:</b> Correct

<b>Rationale</b>	Developing rapport with a client supports the establishment of a therapeutic relationship by sharing mutual feelings of acceptance, while maintaining open communication and the development of trust and respect.	
<b>Technique 11</b>		
<b>Selected Option/ Result</b>	Therapeutic	<b>Result:</b> Correct
<b>Rationale</b>	Providing leads is a therapeutic communication technique because the questions will help the client more clearly define any concerns.	
<b>Technique 12</b>		
<b>Selected Option/ Result</b>	Nontherapeutic	<b>Result:</b> Correct
<b>Rationale</b>	Giving a defensive response is a nontherapeutic communication technique because it implies that the client does not have the right to express personal feelings.	