

Mary Jensen

N323

Clinical Journal Two

- 1) Discuss 2 therapeutic communication techniques.
- 2) Define the techniques, how would you implement each?
- 3) Have you seen the techniques implemented in the clinical setting?

There are several methods of therapeutic communication that can be used in nursing practice as well as daily life. One technique that can be implemented is active listening. Active listening is showing you are paying attention and listening to the person talking; this can be demonstrated by nodding the head, small verbal cues (yeah, mmhmm, etc.), and having open body language. Another form of therapeutic communication is using open-ended questions; this is asking questions that warrant more than a “yes” or “no” answer, the person answering has to elaborate on their response on their thoughts and feelings. I would use both active listening, and open-ended questions when talking to clients, beginning a conversation with an open-ended question is a great way to establish a trusting relationship and to find out how they are feeling and while they are answering the question use active listening to show the client you are hearing them and their issues, concerns, or feelings. I have seen both methods used in a clinical setting and used concurrently. Clients want to feel heard and cared about, and using these therapeutic communication methods helps to establish those connections and make clients feel comfortable.

“I have neither given nor receive, nor will I tolerate others’ use of unauthorized aid”.

Mary Jensen 3/24/20