

THERAPEUTIC COMMUNICATION

NURSES CATALYST

LEARNING OUTCOMES

At the end of this unit student will be able to:

- Explain the process of communication.
- Describe the modes of communication.
- Discuss the types of communication.
- Describe the benefits of communicating with other health care professionals.
- Discuss the principles of therapeutic communication.
- Identify approaches that facilitate therapeutic communication between nurses and clients.
- Explore the barriers to effective therapeutic communication.
- Explore roadblocks to therapeutic communication

INTRODUCTION

- Communication is the fundamental element of the health care personnel (HP)-client relationship, client teaching, case management, staff development, and all the activities performed by health care personnel.
- In order to be an effective communicator, the HP must be aware of the different levels on which communication is conducted.

THE COMMUNICATION PROCESS

- **Communication:** the process of transmitting thoughts, feelings, facts, and other information, includes verbal and nonverbal behavior.

THE COMMUNICATION PROCESS



THE COMMUNICATION PROCESS CONT'

- ***The Sender:*** The communication process begins when a person, known as the **sender**, **generates a message.**

Messages are generated by external factors, such as what the sender sees, hears, touches, tastes, or smells.

THE COMMUNICATION PROCESS CONT

- the sender also perceives internal stimuli that generate messages.
- Examples of internal stimuli that affect message hunger, fatigue, or the mental activities of thinking and fantasizing (i.e., selftalk).
- The source (or encoder) is the stimulus, such as the idea, event, or situation.
- **Encoding involves the use** of language and other specific signs and symbols for sending messages.

THE COMMUNICATION PROCESS CONT

- ***The Message:*** The message is a stimulus produced by a sender and responded to by a receiver. Messages may be verbal, nonverbal, written materials, and arts.

THE COMMUNICATION PROCESS CONT

- ❑ ***The Channel:*** The channel is the medium through which a message is transmitted. There are three major communication channels: visual, auditory, and kinesthetic.
- ✓ *The visual channel* is sight, observation, and perception.
- ✓ *The auditory channel* consists of spoken words and cues.
- ✓ *The kinesthetic channel* refers to experiencing sensations.

THE COMMUNICATION PROCESS CONT

- ❑ ***The Receiver:*** The receiver is the person who intercepts the sender's message. Receiving is influenced by complex physiological, psychological, and cognitive processes.

THE COMMUNICATION PROCESS CONT

❑ **Feedback:** Feedback is the information the sender receives about the receiver's reaction to the message.

The function of feedback is to provide the sender with information about the receiver's perception of a situation.

Having this information, the sender can then adjust the delivery of the message to communicate more effectively.

FACTORS INFLUENCING COMMUNICATION

- ❑ ***Perception:*** Perception is a person's sensing and understanding of the world. Perceptions are influenced by our culture, socialization, education, and experience

Factors influencing communication cont'd

❑ ***Cultural Context:*** Because behavior is learned, nonverbal communication varies from culture to culture.

For example, the messages communicated by touch and eye contact depend to a great extent on one's cultural context.

Factors influencing communication cont'd

❑ ***Space and Distance:*** Proxemics is the study of the distance between people and objects.

Each person has an invisible buffer zone or personal space.

Factors influencing communication

❑ **Time:** The amount of time spent in communicating depends on the client's needs. Some clients will require more of the HP's time than others.

LEVELS OF COMMUNICATION

- *Intrapersonal Level*
- *Interpersonal level*
- Group communication
- *Mass communication*

Levels of communication

- ***Interpersonal Level:*** occurs between two people either in face-to-face encounters, over the telephone, or through other communication media.
- **Intrapersonal level:** is communication that a person does with themselves. This type of communication is known as self-talk and is the internal process that people use to think, reflect, and make sense of their experiences.



levels of communication

- **Group communication:**
occurs when three or more people meet in face-to-face encounters or through another communication medium, such as a conference call.
- **Mass communication:**
process of sharing information with a large audience



Nursing communication mechanisms

Three mechanisms are used by nurses to connect clients with health-promoting groups:

- 1. Communication:** The nurse actively listens to the client to determine needs.
- 2. Critical thinking:** The nurse uses cognitive processes to decide which groups are congruent with the client's needs.
- 3. Collaboration:** The nurse works with multidisciplinary team members (i.e., social workers, clergy).

TYPES OF COMMUNICATION

- ❑ **Verbal Messages:** Verbal messages are messages communicated through words and language, either spoken or written
- ❑ **Nonverbal Messages:** Unspoken messages often carry more weight than verbal and paraverbal ones, and they can be more reliable.

Nonverbal messages are messages communicated without words: that is, through body language

Nonverbal communication techniques

- *Facial Expression*
- *Posture*
- *Gestures*
- *Touch*
- *Physical Appearance and*
- *Artifacts*

MODES OF COMMUNICATION IN NURSING/MIDWIFERY

- ❑ **Interdisciplinary Communication:** Breakdown of communication between different team members to impact the client's treatment.
- ❑ **Therapeutic communication:** It facilitates the establishment of the nurse-client relationship and fulfills the purposes of nursing with the purpose of improving the client's ability to function.

THERAPEUTIC COMMUNICATION

- Plan to interview at an appropriate time.
- Assure privacy.
- Establish guidelines for the therapeutic interaction.
- Provide for comfort during the interaction.
- Accept the client exactly as they are.
- Encourage spontaneity.
- Focus on the client and on the leads and clues presented.
- Encourage the expression of feelings.
- Be aware of your own feelings during the interaction.

THE ELEMENTS OF THERAPEUTIC COMMUNICATION

Definition	Behaviors of the Nurse	Outcomes
<p>Empathy: An emotional linkage between two or more people through which feelings are communicated; involves trying to imagine what it must be like to be in another person's situation</p>	<p>Verbal comments:</p> <ul style="list-style-type: none"> • "This must make you feel sad." <p>Nonverbal actions:</p> <ul style="list-style-type: none"> • A nod of the head to indicate understanding. • Mirroring the client's facial expression in a genuine way. 	<p>Promotes understanding of the client's feelings and condition.</p> <ul style="list-style-type: none"> • Enables the nurse and client to relate better. • Provides the client with clues that the nurse is following and understanding what is being said.
<p>Trust: The client's belief that the nurse will behave predictably and competently while respecting the client's needs</p>	<ul style="list-style-type: none"> • Ensure confidentiality. • Be consistent. • Do exactly what you say you will do for the client. • Arrive on time. • End the session on time. • Return when you say you will. • Be consistently friendly, 	<ul style="list-style-type: none"> • Provides the basis for progress during future encounters. • Sets up the foundation of the therapeutic relationship. • Makes the client feel comfortable with the nurse, rather than guarded or afraid.

	open, and honest	
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THE ELEMENTS OF THERAPEUTIC COMMUNICATION

Definition	Behaviors of the Nurse	Outcomes
<p>Honesty: The ability to be truthful, frank, and sincere</p>	<ul style="list-style-type: none"> • Provide realistic reassurance. • Avoid false reassurance. • Develop insight into the way your feelings and reactions affect the client. • Accept yourself 	<ul style="list-style-type: none"> • Promotes the development of trust. • Enables the nurse to gain personal insight. <p>Consequently, behavior with the client can be modified as needed.</p>
<p>Validation: Listening to the client and responding congruently in order to be sure that the nurse and client have the same</p>	<p>Verbal comments:</p> <ul style="list-style-type: none"> • “So you are saying that ,,,” • “Let me be sure I understand what you are saying.” • “Tell me what you understand about 	<p>Clarifies communication.</p> <ul style="list-style-type: none"> • Helps the client to feel accepted, respected, and understood.

understanding of a	what I just said.”	
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The Elements of Therapeutic Communication

Definition	Behaviors of the Nurse	Outcomes
Caring: The level of emotional involvement between the nurse and the client	Nonverbal actions: <ul style="list-style-type: none">• Seeking the client out each day.• Spending quality time with the client.• Paying attention to the client's needs.• Using tactile messages, such as a pat on the back, to show support.	<ul style="list-style-type: none">• Makes the client feel accepted.• Provides the client with the knowledge that the nurse is willing to help.
Active listening: Hearing and interpreting language, noticing nonverbal and paraverbal enhancements, and identifying underlying	Taking time to listen. <ul style="list-style-type: none">• Giving the client your undivided attention.• Making eye contact.• Responding to verbal and nonverbal leads, clues, and signals from the client.• Analyzing and validating throughout the conversation.• Suspending judgment	Promotes understanding of the client. <ul style="list-style-type: none">• Allows the client to express self more freely.• Helps the client gain a better understanding of the problem(s).• Promotes problem solving by the client.

feelings

- Enhances the client's self-esteem...

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BARRIERS TO THERAPEUTIC INTERACTION

- Communication barriers present real challenges to the HP, but need not stop communication.
- Rather, barriers pose hurdles that the HP is able to scale by using creative and different approaches with the client.

BARRIERS

- Language Differences
- Cultural Differences
- Gender
- Health Status
- Developmental Level
- Knowledge Differences
- Emotions

THERAPEUTIC COMMUNICATION CLUES

- Reassuring
- Agreeing
- Approving
- Defending
- Changing the topic of the focus
- Advising
- probing

**Thank You!!! FOR YOUR
VISIT.**

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