



Part II

The Nurse as Caregiver

Chapter 5

Communication



Learning Objectives

By the end of this chapter, you should be able to:

1. Describe communication development factors.
2. Describe communication structure.
3. Describe communication barriers.
4. Describe therapeutic communication techniques.
5. Implement basic effective communication techniques.
6. Describe effective crisis communication techniques.
7. Describe techniques to improve communication with team members.



Key Terms

- Action language
- Communication
- Communication barriers
- Intrapersonal communication
- Metacommunication
- Nonverbal communication
- Nurse-client communication
- Perception
- Social communication
- Somatic language
- Therapeutic communication
- Verbal communication



Chapter Scenario

RN in training observes mentor nurse doing client education with a diabetic client and his wife. Mentor nurse does so with a negative tone in an unsupportive/discouraging manner.

→ **Think about it!**

- Define therapeutic communication.
- From your experience, identify barriers that can interfere with effective communication.
- Reflect on your own communication style. What works and what doesn't?



Introduction

- Our view of the client
 - determines our communication style.
 - impacts each interaction that occurs.
- Communication is essential in nurse-client relationships.



Developmental Considerations

- Somatic language
- Action language
- Verbal and nonverbal communications
- Cultural influences
- Piaget's Theory of Language Development



Interpersonal Communication

- Communication: Verbal and nonverbal
- Communication Structure
 - Message sender
 - Message receiver
 - Message perception
- Metacommunication Structure
- Factors Influencing Message (Figure 5-2)
- Interpretation

Communication With Clients

Communication Barriers

- Blaming statements
- Giving advice
- Changing the subject or topic
- “Why” questions
- Judgmental statements
- Patronizing statements
- Falsely reassuring statements
- Failure to listen



Communication With Clients

Therapeutic Communication

- Broad open-ended statement or questions
- Reflection
- Clarification
- Silence
- Reassurance
- Summarization
- Acknowledgment



Critical Thinking

1. Think of a communication experience in your life.
2. Reflect and evaluate both the barriers and enhancers in that interaction.
3. Describe specific situations and experiences.



Crisis Communication

“It is important for the nurse to sense the client’s tension and not respond to the situation with personal anxiety.”



Communication as a Team Member

- Active listening
- Respect others
- Spacing/distance
- Attention to nonverbal
- Concise
- Well thought out
- Simple messages
- Trust and support
- Self-talk
- Body language



Team Communication Technique

- Dr. Michael Leonard
- Four limitations to communication
 - Multitasking, short term memory, fatigue, and stress
- SBAR report to physicians
 - Situation, background, assessment and recommendation



Chapter Summary

- Communication is very important in both personal and professional relationships.
- Communication occurs both verbally and nonverbally.
- Nurses must take responsibility and always try to communicate in a therapeutic manner.
- Self-evaluation and modification in this technique is very important both personally and professionally.



Chapter Reflections

1. What is the mentor nurse's nonverbal communication saying in the opening chapter scenario?
2. Is therapeutic communication occurring between the mentor and the client's husband?
3. What are some barriers to therapeutic communication in the scenario?
4. Do you think this communication interaction with the client and her husband will promote compliance? Why or why not?



Chapter Reflections

5. Compare this scenario to real life examples of communication that have promoted compliance and interfered with client compliance.
6. How important is communication for us as nurses in the role of “Nurse as Caregiver”?
7. As you transition from LPN to RN, what changes might you need to make in your own practices?