

The Communication Process

- Stimulus ...
- Sender –
- Message -
- Variety of media -
- Feedback received

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Case Study

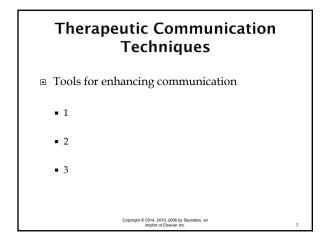
- A new nurse on a psychiatric unit wants to effectively communicate in a therapeutic relationship with a patient.
- What are some things that will help this communication?

Factors That Affect Communication

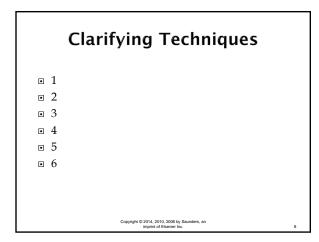
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- Personal factors
- Environmental factors
- Relationship factors

Nonverbal Communication	
• 1	
• 2	
• 3	
• 4	
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Asking Questions and Eliciting Patient Responses

- Open-ended questions
- Closed-ended questions

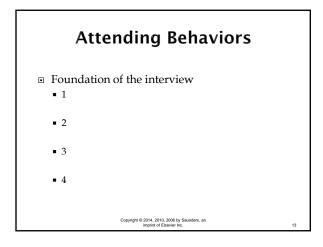
Nontherapeutic Communication Techniques

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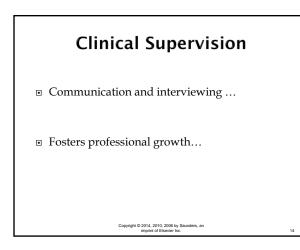
- Excessive questioning
- Giving approval or disapproval
- Giving advice
- Asking "why" questions

<section-header> Canenaria Considerations Communication style Prove Constant Prove Constant Cultural filters -

Preparii	ng for the Interview	
■ 1		
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Process Recording

- Written record of a segment of the nursepatient session
- Useful tool for identifying communication patterns

Audience Response Questions

- 1. As a nurse assesses a new client, the nurse makes sure the door remains open. Which type of communication factor is this action?
 - A. Environmental
 - B. Relationship
 - C. Personal

Audience Response Questions

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2. A nurse assesses a newly hospitalized client. Which communication technique will the nurse use most?

A. Rapid, high-pitch voice tone

- B. Closed-ended questions
- C. Direct eye contact
- D. Frequent touch