

# Communication in Nursing



B0050902

ห้องสมุดวพ.นครราชสีมา

ighth B Julia Balzer Riley



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# Framework



## Part 1 *Packing Your Bags for the Journey of Caring, Assertive, Responsible Communication*

### CHAPTER

### WILL HELP YOU

- 1 RESPONSIBLE, ASSERTIVE, CARING COMMUNICATION IN NURSING
- 2 THE CLIENT–NURSE RELATIONSHIP: A HELPING RELATIONSHIP
- 3 SOLVING PROBLEMS TOGETHER
- 4 UNDERSTANDING EACH OTHER: COMMUNICATION AND CULTURE

- Appreciate the significance of responsible, assertive, caring communication as fundamental approaches in nursing
- Develop a communication approach that has the interests of your clients at heart
- Collaborate and validate with your clients at each phase of the nursing process
- Understand others and recognize the need to incorporate differences in culture, gender, and age in nursing interventions

## Part 2 *Honoring Your Fellow Travelers along the Journey*

### CHAPTER

### WILL HELP YOU

- 5 DEMONSTRATING WARMTH
- 6 SHOWING RESPECT
- 7 BEING GENUINE
- 8 BEING EMPATHETIC
- 9 USING SELF-DISCLOSURE
- 10 BEING SPECIFIC
- 11 ASKING QUESTIONS
- 12 EXPRESSING OPINIONS
- 13 USING HUMOR
- 14 EMBRACING THE SPIRITUAL JOURNEY OF HEALTHCARING: MEANING MAKING

- Demonstrate to your clients in concrete ways that you are concerned about and interested in them
- Show your clients you consider them to be worthwhile and important
- Say what you think and feel so that your clients receive honest communication from you
- Convince your clients and colleagues that you understand their feelings
- Relate your own feelings and experiences in a helpful way
- Be clear and to the point so that others understand your meaning
- Streamline your interviewing techniques so that your clients understand what information you are seeking and why you are seeking it
- Know when it is appropriate to state your views to your clients
- Use humor to build relationships with clients and colleagues
- Explore the spiritual connection in nursing practice



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#### 2 THE CLIENT–NURSE RELATIONSHIP: A HELPING RELATIONSHIP

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#### 3 SOLVING PROBLEMS TOGETHER

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#### 4 UNDERSTANDING EACH OTHER: COMMUNICATION AND CULTURE

Understand others and recognize the need to incorporate differences in culture, gender, and age in nursing interventions

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Use humor to build relationships with clients and colleagues

#### 14 EMBRACING THE SPIRITUAL JOURNEY OF HEALTHCARING: MEANING MAKING

Explore the spiritual connection in nursing practice

## Part 3 *Developing Road-Worthy Practices\* along the Journey*

CHAPTER	WILL HELP YOU
15 REQUESTING SUPPORT	Seek the support you need from your colleagues to deliver excellent care to clients
16 OVERCOMING EVALUATION ANXIETY	Use a rational approach to feel more confident in nursing situations that make you feel anxious
17 WORKING WITH FEEDBACK	Be open to feedback from clients and colleagues about your performance as a helper, and provide feedback to others in an assertive way
18 USING RELAXATION TECHNIQUES	Learn techniques for relieving tension and promoting the relaxation response so that you can remain calm in stressful interpersonal encounters
19 INCORPORATING IMAGERY IN PROFESSIONAL PRACTICE AND SELF CARE	Rehearse privately so that you can communicate effectively in real situations
20 INCORPORATING POSITIVE SELF-TALK	Keep your internal dialogue supportive so that you can communicate with confidence
21 LEARNING TO WORK TOGETHER IN GROUPS	Understand the dynamics of communication in groups
22 NAVIGATING SOCIAL MEDIA: THE EXPANDING WORLD OF ELECTRONIC COMMUNICATION	Build electronic communication skills and resources to enrich your work

\*Cousineau P and Brussat MA, *Transformative travel: The art of finding meaning on the road*, E-Course, June 2-27, 2014. <http://www.spiritualityandpractice.com>.

## Part 4 *Embracing the Transformative Process of the Journey*

CHAPTER	WILL HELP YOU
23 LEARNING CONFRONTATION SKILLS	Invite your clients and colleagues to examine how their behavior is affecting others
24 REFUSING UNREASONABLE REQUESTS	Say no assertively to unreasonable requests from clients and colleagues
25 COMMUNICATING ASSERTIVELY AND RESPONSIBLY WITH DISTRESSED CLIENTS AND COLLEAGUES	Reverse your negative reactions to distressed behavior so that you can relate compassionately with clients and colleagues
26 COMMUNICATING ASSERTIVELY AND RESPONSIBLY WITH AGGRESSIVE CLIENTS AND COLLEAGUES	Overcome your reluctance to deal with aggression so that you can relate to aggressive clients and colleagues in useful ways
27 COMMUNICATING ASSERTIVELY AND RESPONSIBLY WITH UNPOPULAR CLIENTS	Become aware of your biases to clients and surmount them so you can provide nursing care to unpopular clients
28 MANAGING TEAM CONFLICT ASSERTIVELY AND RESPONSIBLY	Use a systematic problem-solving approach to deal effectively with conflict between colleagues
29 COMMUNICATING AT THE END OF LIFE	Reflect on the gifts and challenges of communicating with clients near the end of life and with their families
30 CONTINUING THE COMMITMENT TO THE JOURNEY	Consider the commitments necessary to grow and embrace change in your professional and personal life

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