

Fundamentals of Mental Health Nursing, 3rd ed.

CHAPTER 2 BASICS OF COMMUNICATION

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Communication Theory

- Everything people say and do has a message
- Communication is either verbal or nonverbal
- Communication requires
 - Sender
 - Receiver
 - Message

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Types of Communication

- **Social Communication**
 - Day-to-day
 - May incorporate “slang” or popular phrases
- **Therapeutic Communication**
 - Used by nurses and people in the helping professions
 - Also called “active” or “purposeful” communication
 - Requires “active listening” or “listening between the lines”
 - Assertive, not aggressive, in nature

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Neurolinguistic Programming (NLP)

- Method of framing statements
- Therapeutic
- Maintains humans communicate in 3 basic ways
 - Auditory
 - Visual
 - Tactile

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Therapeutic Communication

- Blocks to therapeutic communication
 - Impede effective communication
 - Often due to using the “social” communication techniques
- Examples
 - The word “why”
 - Minimizing/belittling
 - False reassurance/social clichés
 - Advising
 - Closed-ended questions
 - Agreeing/disagreeing

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Techniques of Therapeutic Communication

- Reflecting/repeating/parroting- encourages the patient to explore the meaning of their statement.
- Clarifying terms-
- Open-ended questions (the essence of successful communication)
 - Require more than a “yes” or “no” answer
- Asking for what you need/want

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- Identifying thoughts/feelings – “What is it about your situation that concerns you the most?”
- Silence
- Empathy (not sympathy) – “you seem sad”
- Giving information (not advice)
- General leads
- Stating implied thoughts and feelings

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