

# Communication Skills

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In Nursing

2023-2024

# COURSE DESCRIPTION

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It is essential that professional nurses have communication skills that are effective in promoting optimal interaction with others in a variety of situations. This course focuses on developing expert communications skills when communicating with other health care providers and patients and when communicating professional information through writing and speaking.

# RATIONALE

- A professional nurse must possess a knowledge base of essential communication behaviours and skills for optimal interaction with others in a variety of venues. The focus of this course is to develop expert communication skills that are necessary when communicating with health care professionals, patients, and families, and when communicating professional information through writing, presentation, and speaking.

# Overview of Communication

## Communication Definition

Nursing care is delivered primarily through dialogue through specific skills of verbal communication and non-verbal communication.

“Communication in nursing” defines exchanging information, thoughts, and feelings among people using speech or other means. The patient conveys their fears and concerns to their nurse to help them make a correct diagnosis. Thus, the benefits of nurses being able to communicate effectively are overwhelmingly critical.

# Why Is Communication Important in Nursing?

Communication skills in nursing include nurses' abilities to write and speak clearly and confidently when interacting with patients, families, doctors and clinic staff. Communication skills are essential for nurses collaborating on teams and providing efficient medical care.

They tell patients about diagnostics, treatments, prevention, prognosis and rehabilitation. They also write accurate health records and descriptions of patients' conditions. Some nursing programs require aspiring nurses to take communication and interpersonal skill courses as part of their training and education.



# Why Is Communication Important in Nursing?

- Nurses who take the time to listen and understand the concerns of each of their patients are better prepared to address issues as they arise, resulting in better patient outcomes.
- On the other hand, poor communication, or lack of communication in healthcare, can lead to patients misunderstanding directions and failing to follow treatment protocols. It can also lead to workflow breakdowns on the team, resulting in a medical error

# Patient communication is unique!

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- When a patient enters the point of care — under stress and emotional fatigue — reactions such as “anger, disbelief, moaning, aggression, and denial of reality are known defence mechanisms, which are recruited to help him adjust to the new situation he is facing.” People differ in their needs for communication. Some simply want caregivers to listen. Others want answers for everything they are going through. Nurses must communicate accordingly and must avoid “silence and indifference.”
- Communication with patients requires training and experience, but also education

# **BASICS OF COMMUNICATION**



# Concept of Communication

- Every individual needs to be well equipped with the tools to communicate effectively, whether it is on the personal front, or at work. In fact, according to the management gurus, being a good communicator is half the battle won.
- After all, if one speaks and listens well, then there is little or no scope for misunderstanding. Thus, keeping this fact in mind, the primary reasons for misunderstanding is due to inability to speak well, or listen effectively.

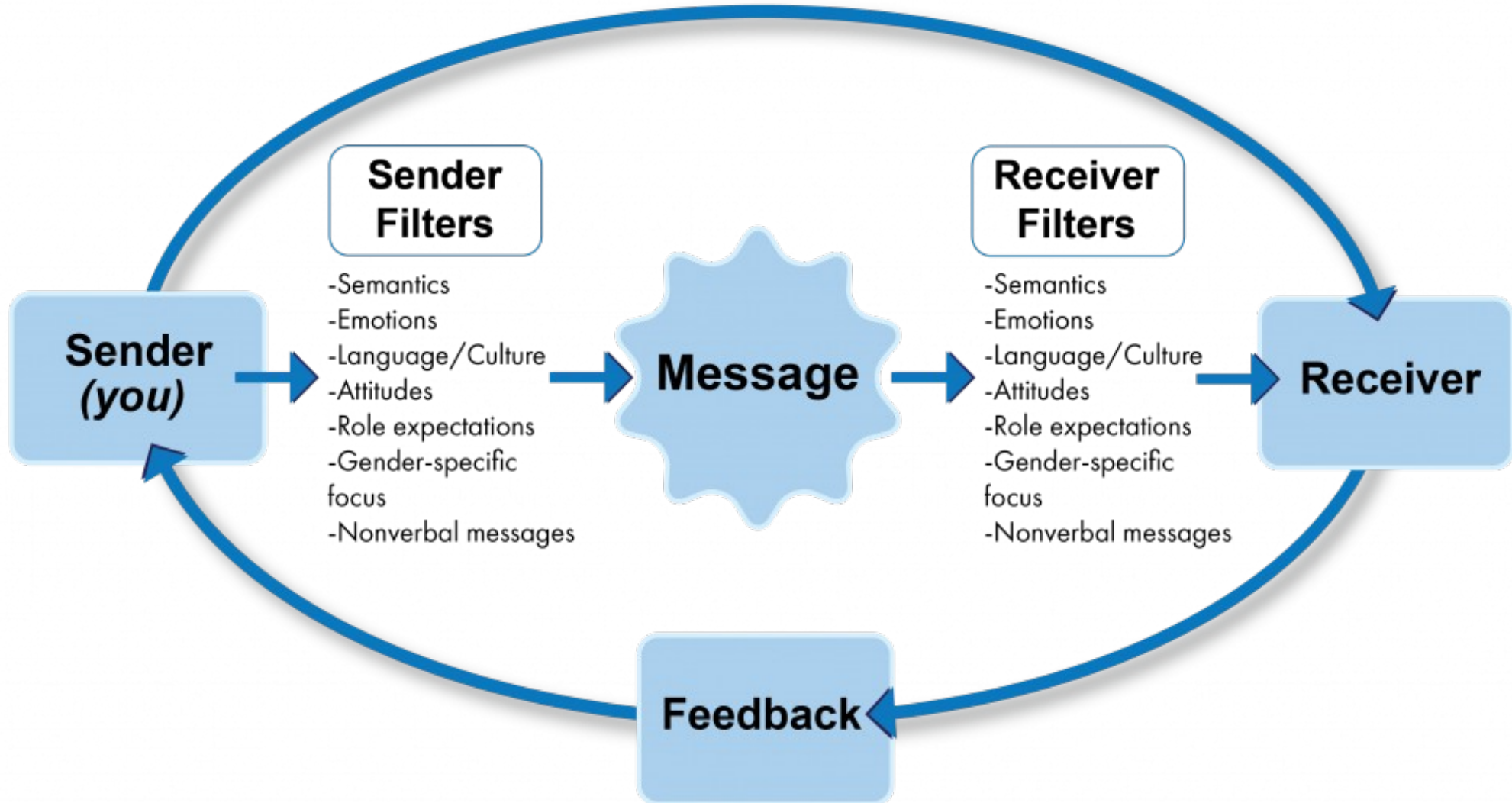
- The word communication is derived from the Latin word 'communicate' which means to make common, to transmit, or to impart the ideas, knowledge, feelings, emotions and gestures.
- According to the various dictionaries the definition of effective communication skills are as follows: "Effective communication skills includes lip reading, finger-spelling, sign language; for interpersonal skills use, interpersonal relations."

- “Effective communication skills are the ability to use language (receptive) and express (expressive) information.”
- “Effective communication skills are the set of skills that enables a person to convey information so that it is received and understood. Effective communication skills refer to the repertoire of behaviours that serve to convey information for the individual.”

# Process of communication

- Communication is a two-way process in which there is an exchange and progression of ideas towards a mutually accepted direction or goal. For this process, to materialise, it is essential that the basic elements of communication be identified. These elements are: Ideation/Message, Sender, Encoding, Receiver, Medium and Transmission, Barriers, Decoding and Feedback.

# Communication Process





# Types (forms) of communication:

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# Verbal communication

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- Verbal communication is oral communication that happens through spoken words, sounds, vocal intonation, and pace. It can occur face-to-face, one-on-one, or in groups, over the telephone, or video conferencing. As a nurse, you will engage in verbal communication with clients, families, colleagues, and interprofessional teams.



# Non-verbal communication

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- Non-verbal communication is a type of communication that occurs through facial expressions, eye contact, gestures, and body positions and movements. As a nurse, you will learn that your non-verbal communication is important because it can both reinforce or contradict what you say verbally. Additionally, non-verbal communication is used more often than verbal communication. Thus, you must become aware of your non-verbal communication.



# Written communication

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- Written communication is a type of communication that occurs through written words, symbols, pictures, and diagrams. Texting or emailing someone, posting a picture on Instagram, or using an emoji in Twitter are some informal, written types of communication. Letters and papers are scholarly forms of written communication.
- As a nurse, written communication also involves documentation notes and scholarly writing like essays, peer-reviewed publications, protocols, practice standards, and best practice guidelines.

# List of seminars

- Therapeutic communications
- Client interview
- Communication strategies
- Email communication (Nursing Email Etiquette)
- Cultural considerations
- developmental consideration
- Communication with Young children
- Communication with older children and adolescents
- Communication with adult and older adults
- Harassment and communication
- Conflicts in an Interprofessional Environment