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Level 4 Dip HE Nursing Studies and Health Communication and Counselling

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



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What is Communication?

- In pairs discuss what communication is and think how you could TRULY define it .
- In your pairs think of a definition .

- The need to communicate is considered **fundamental, universal** and **powerful**. Afifi and Guerrero (2000, p. 170) note, for instance, that:

There is a long history of research establishing the importance that individuals place on

connectedness...individuals' needs for initiating, developing and maintaining social ties, especially close ones, is reflected in a litany of studies and host of theories.

- Basic Need

Are you a good communicator ?

How do you know ?

Other People

- How does **OUR** own communication impact upon other people?
- Think about the ways in which **you** communicate and how the people around you are affected...think of examples.

- The mere presence of another arouses/motivates people and influences our behaviour.
- This process is termed 'compresence' (Burgoon et al., 1996). We behave differently 'onstage' (with others present) to when we are 'offstage' (alone).

- Do you think this is true ?
- Discuss

- People enjoy interacting: the act of engaging in **facilitative interpersonal communication** contributes to positive changes in emotional state (Gable and Shean, 2000).

- Could we apply this statement to the Health and Social Care /nursing environment ?
- How and why?

What are interpersonal/communication skills?

Many different terms used, e.g. 'social skills', 'interpersonal skills', 'communicational skills'.
'Interpersonal skills', according to Phillips (1978, p. 13), is the extent to which a person can:

- ... communicate with others, in a manner that fulfils one's rights, requirements, satisfactions, or obligations to a reasonable degree without damaging the other person's rights, requirements, satisfaction, or obligations...

- Schlundt and McFall (1985, p. 23) define 'social skills' as:.....
- ... the specific component processes that enable an individual to behave in a manner that will be judged as 'competent'. Skills are the abilities necessary for producing behaviour that will accomplish the objectives of a task

- Communicate – derived from Latin ‘to share’ or ‘to make common’.

Hartley (1999) notes that ‘interpersonal communication’ is:

- Essentially non-mediated (or face-to-face)
- Takes places in a dyadic (one-to-one) or small group setting
- Its form and content is shaped by, and conveys something of, the personal qualities of the interactors as well as their social roles/relationships

- Brooks and Heath (1993, p. 7) define 'interpersonal communication' as:
....the process by which information, meanings and feelings are shared by persons through the exchange of verbal and non-verbal messages

Homework: find out about some of the verbal/non-verbal means of communication

What do you believe about interpersonal communication?

Respond to each of the following statements with **T (true)** if you believe the statement is usually true or **F (false)** if you believe the statement is usually false.

Give reasons why you think the statements are true or false Discuss

- 1. Good communicators are born, not made.
- 2. The more you communicate, the better at communicating you will be.
- 3. In your interpersonal communications, a good guide to follow is to be as open, empathic, and supportive as you can be.
- 4. In intercultural communication, it's best to ignore differences and communicate just as you would with members of your own culture.
- 5. When there is conflict, your relationship is in trouble

READING

The nature of interpersonal communication.

- If we are unable to engage meaningfully with others, or are ostracized by them, the result is often loneliness, unhappiness and depression (Williams and Zadiro, 2001).
- The apparently innate need for relationships with others has been termed 'sociation' (Wolff, 1950).

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