

Communication skills

Learning Outcomes

Benefits of effective communication

- Effective communication skills is central to the provision of compassionate high-quality nursing care.
- Nurses can facilitate and build a successful therapeutic patient relationship
- Effective Interacting installs a sense of confidence and safety in the service offered

Active Listening

- Where you make a conscious effort to not just **hear** the words but more importantly **understand** the complete message being communicated.
- Pay attention – Look at the speaker directly
- Put aside distracting thoughts
- Don't mentally prepare a rebuttal
- Avoid being distracted by environmental factors

Active listening

- Involves non-verbal and verbal behaviour
- Nod your head
- Smile and use other facial expressions
- Active listening conveys to our patients that we understand them and can empathise with them.

Attending

- Through our posture, eye contact, facial expressions and the way we are seated.
- **S** - Sitting opposite – face client squarely
- **O** -open posture
- **L** – leaning in
- **E** – eye contact
- **R** – relaxed

Acronym by Egan (2010)



Non-verbal cues and minimal encouragers

- Body movements such as hand gestures, nodding, posture
- Facial expressions
- Umm, yes, carry on, go on say more about that
- Absolutely
- Please continue
- I see, really

What is a counselling skill

- Discrete behaviour embedded in our ability to communicate
- Counselling skill is learning how to communicate briefly in ways that do not interrupt the flow of the speaker.
- The skills allow the speaker more time to effectively address the issue that is concerning them.

Reflecting

- Good listening skills enable you to develop the ability to reflect words and feelings
- Allows the speaker/patient to hear their own thoughts and focus on what they say and feel
- Reflection needs to combine content and feelings
- Used to clarify that you have understood a patient's thoughts and feelings

Reflecting feeling skills

- 1. **Identify** the **words** and **phrases** that the patient has used to describe how she or he is feeling.
- 2. **Pick up feelings** from the voice and body messages
 - i.e anger, anxiety, depression.
- 3. **Reflect feeling and reason.**
 - i.e. you feel worried because you have heard not good things about this operation from the internet etc.

Responding

- Client: I'm delighted that I'm starting to feel well for the first time in a long time
- Nurse: (a) It can take some time to recover from the illness you've had.
- (b) The hospital does its best for people like you.
- (c) You're pleased to start feeling better at last.

Responding sentence starters

- I'm hearing that you feel
- I'm sensing that you feel afraid when.....
- It sounds as if
- I can see your feeling
- You're feeling
- You feel

Task

- Work in pairs
- 1. Show attending skills
- 2. For five mins start with minimal verbal cues
- 3. Start to pick up a feelings and meaning and reflect back.

References

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