

Communication and Therapeutic Communication

**Lecture One
Communication Overview
&
Basic Concepts of Communication**

Communication

- The term **communication** is derived from the Latin word “**Communis**” which means to share.
- **Communication**: is the meaningful exchange of information between two or more living people.
- **Communication** is the process of meaningful interaction among human beings.
- **Communication** is the art of transmitting information, ideas and attitudes from one person to another.

Communication

Communication is the process of interaction among human being, it is the activity of conveying information through the exchange of thoughts, message, or information, by language, gestures or symbols .

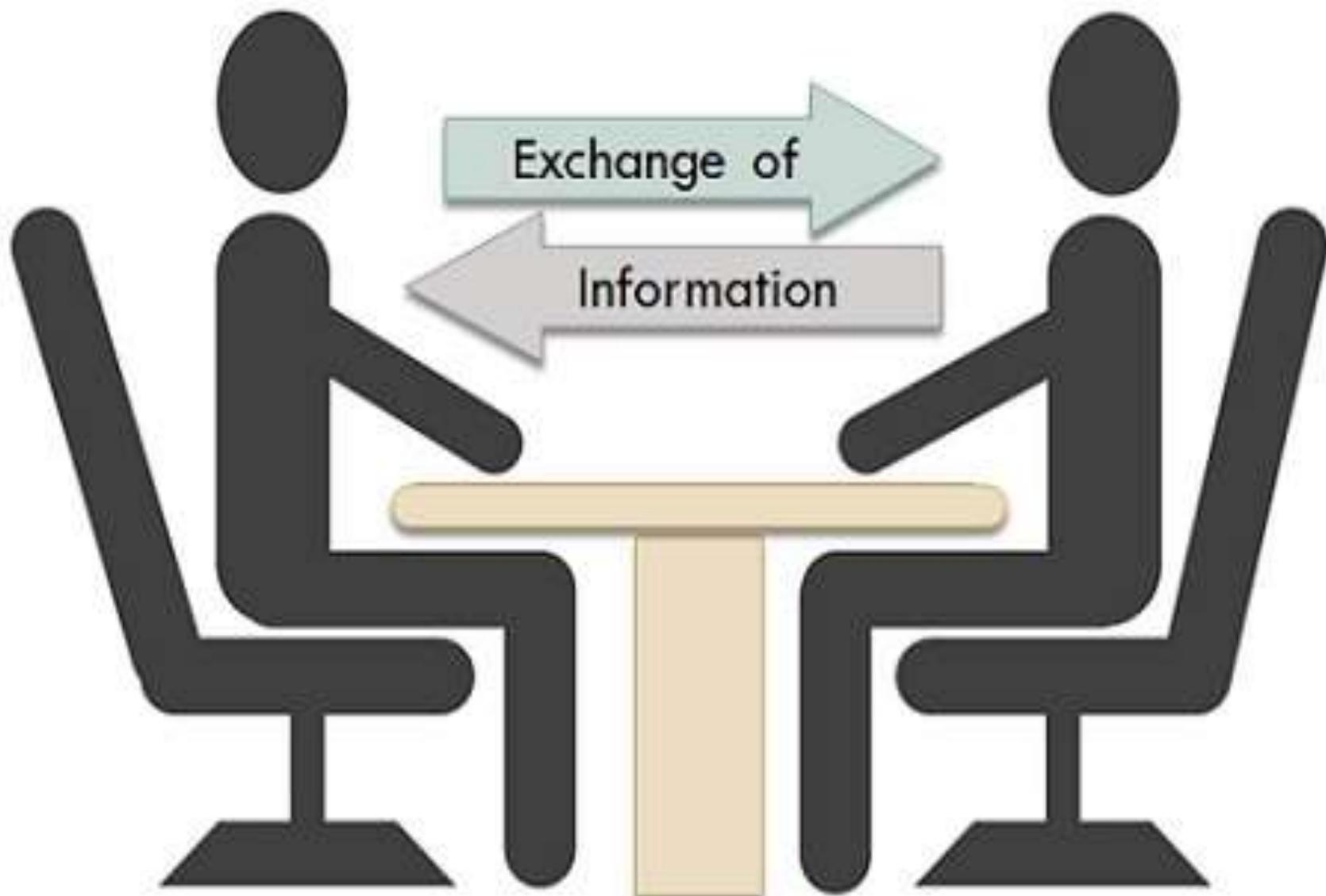
Communication occurs in many forms such as written, speech, signals, sign language, gestures, music, theater and dance.

The process of sending and receiving messages through verbal or nonverbal means--speech (oral communication), writing (written communication), signs, signals, or behavior.

Purposes of Communication

- 1) Inform or reinforce knowledge, attitudes, and behaviors**
- 2) Provide information for decision-making**
- 3) Facilitate expression of feelings and promote closer working relationship (Establish client-nurse therapeutic relationship)**
- 4) Influence others and command them**
- 5) Obtain information**
- 6) Demonstrate or illustrate skills**
- 7) Persuade others and increase awareness regarding health issues, problems and/or solutions**
- 8) Motivator by clarifying information**

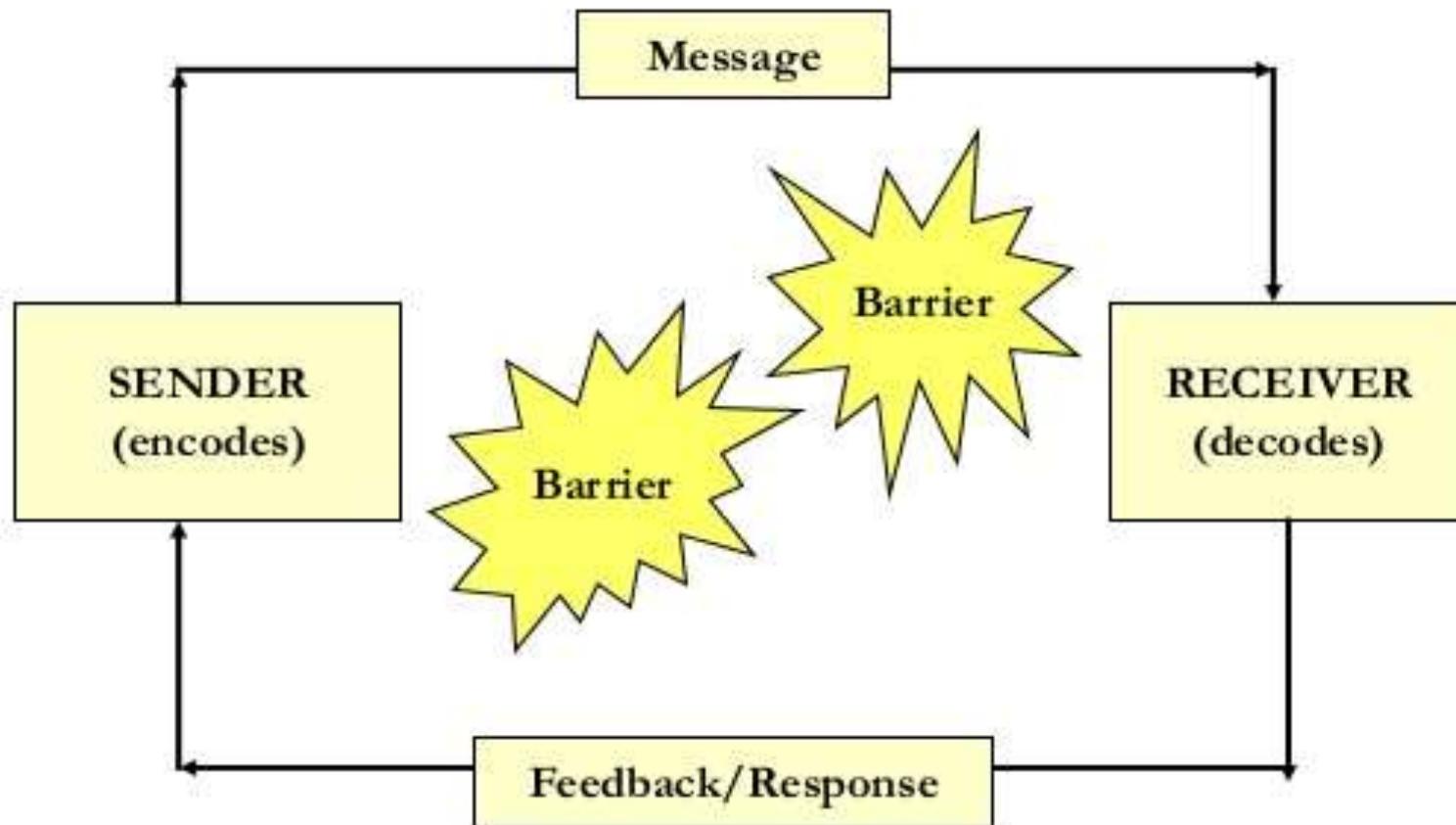
ESSENCES of Communication Process



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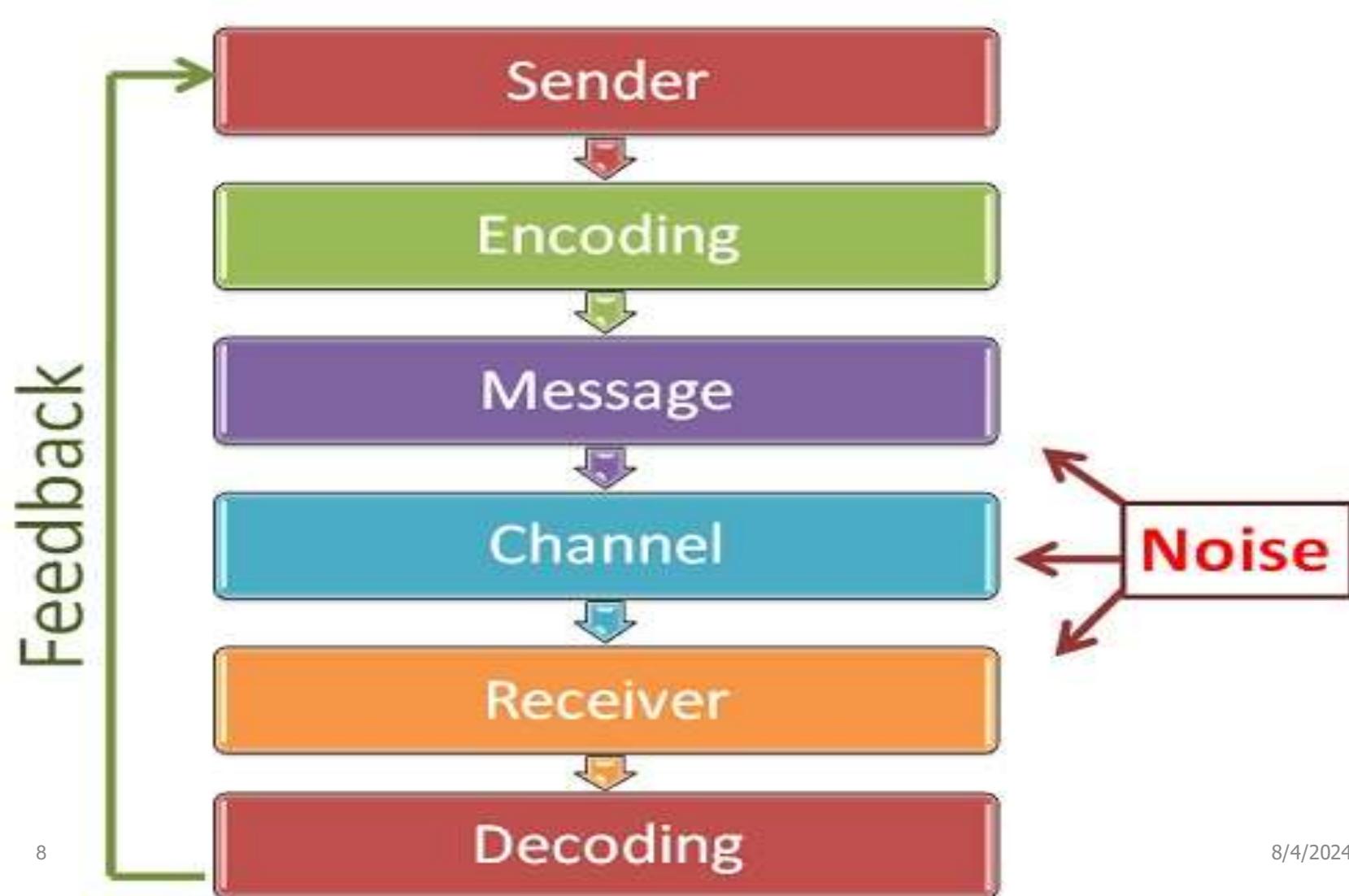
- Personal process
- Occurs between people
- Involves change in behavior
- Means to influence others
- Expression of thoughts and
- Emotions through words & actions.
- Tools for controlling and motivating people
- It is a social and emotional process.

The Communication Process



Communication Process

Elements of Communication Process



- **Sender:** known as a source, it is the person who has something to pass on, to another individual.
- **Encoding:** The sender of the message, selects appropriate words or non-verbal techniques to convert the idea into the message, which is called as encoding.
- **Message:** Message implies something that the sender wants to communicate, to the receiver. Without a message, no communication is possible.
- **Medium (communication channel) :** Medium alludes to the channel or mode, through which message is communicated to the receiver, i.e. it can be sent by way of electronic word processing system, graphic, symbol, etc.

- **Receiver** ,detcerid si egassem eht mohw ot eno ehT : emos syevnoc dna section ehs/eH .reviecer dellac si egassem eht ot gninaem
- **Decoding** eht yb egassem gntierpretni fo tca ehT : 'reviecer ehT .gnidoced sa demret si ,reviecers outlook, experience, and attitude play a vital role in decoding message .
- **Feedback** reven nac notiacinummoc fo ssecorp ehT : .gnissim si reviecer eht fo esnopser eht fi ,detelpmoc eb wonk ot egassem a fo rotacinummoc eht selbane tl interpreti dna deviecer neeb sah egassem eht rehtehw .detcerid sa rennam emas eht ni

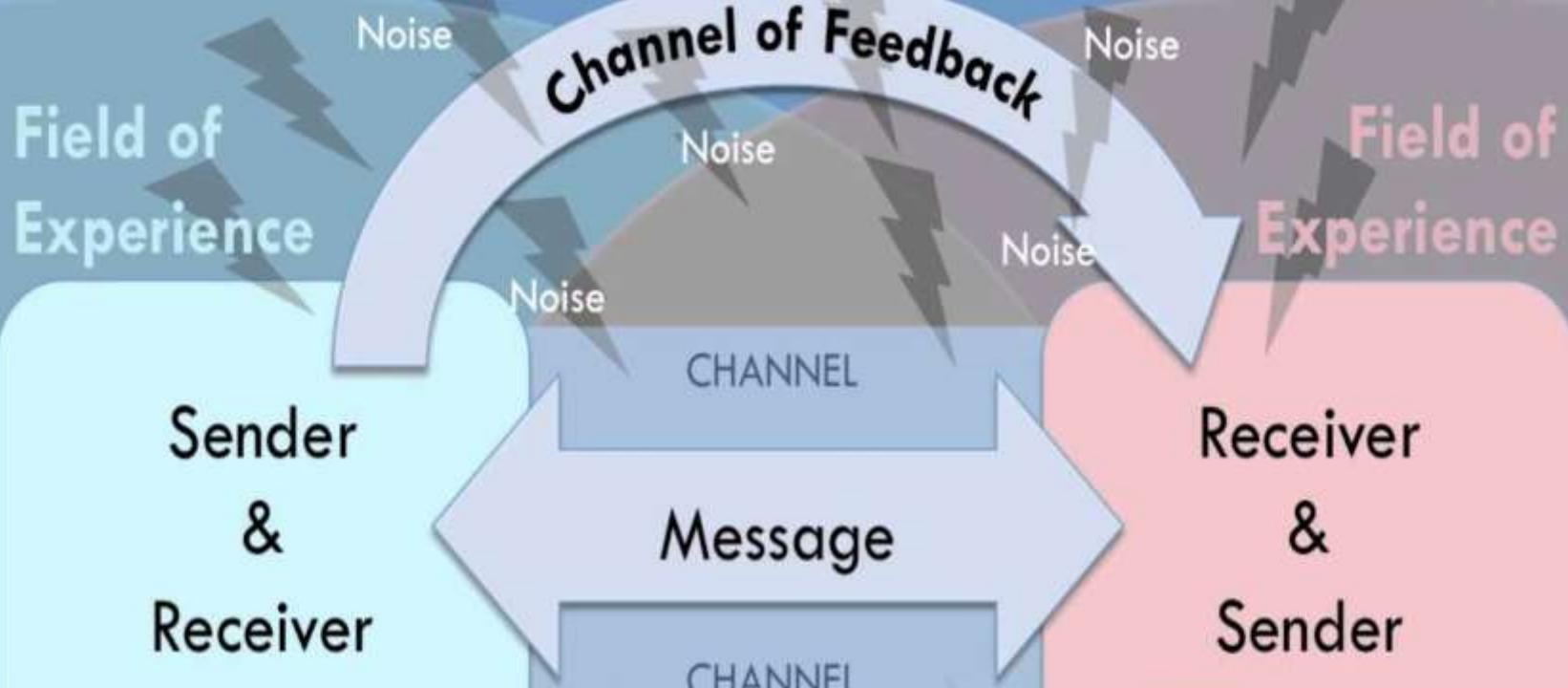
- **Feedback :-**
 - ** Assures the sender – receiver that communication has occurred
 - ** Allows receiver-sender to adjust or modify a message
 - ** Provides insight to the sender-receiver's communication
- **Context – Provides the people with the occasion and the task.**
- **Barrier – blocks communication such as noise.**
- **Physical environment – influences the quality of interaction within the physical space.**
- **Climate – Influences emotional, attitudinal and intellectual tone of the communication.**
- **Communicator – Creates meaning, sends and receives messages, and exchanges meaning**

Communication Theory

Linear Theory	Circular Transactional Theoretical Models
<ul style="list-style-type: none">* Has three components (sender (speaker), message, and receiver).* It's a one-way process in which one person acts on another person.* The communication is transmitted in a straightforward manner from sender to receiver.* Involves only one way communication that is messages are sent and the receiver only receives. <p><i>(It is ¹² one dimensional)</i></p>	<ul style="list-style-type: none">* Involves not only messages sent but also the feedback from the receiver.* In transactional model besides sending messages and giving a feedback we also have non verbal messages.* Communication is continuous , interconnected activity in which the sender and receiver influence each other.

Linear Model of Communication





FACTORS INFLUENCING THE COMMUNICATION PROCESS

- Development,
- Gender
- Values And Perceptions,
- Personal Space,
- Territoriality Roles And Relationships,
- Time
- Environment,
- Congruence
- Interpersonal attitudes.

- 1) Development: language, psychosocial and intellectual development moves through stages across the life span.**
- 2) Gender: girls tend to use language to seek confirmation, minimize differences and establish intimacy. Boys use language to establish independence and negotiate status within a group.**

3) Values and perceptions:

- **Values:** are the standards that influence behavior.
- **Perceptions:** are personal views of an event.
- **It is important for the nurse to be aware of a client's values and to validate or correct perceptions to avoid creating barriers in the nurse-client relationship.**

4) Personal Space: is the distance people prefer in interactions with others. There are many types of personal space:

Communication is characterized by body contact, heightened sensations of body heat and smell and vocalizations that are low. Vision is intense, restricted to a small body part, and may be distorted. It is frequently used by nurses, e.g. cuddling a baby, positioning clients, observing an incision, and restraining a toddler for an injection

- A) Intimate distance: physical contact to 1 1/2 feet**
- B) Personal distance: physical contact between 1 1/2 feet-4 feet.**

Voice tones are moderate and body heat and smell are noticed less. Much communication between nurses and clients occurs at this distance, e.g. nurses are sitting with a client, giving medications, establishing an intravenous infusion.

C) Social distance: physical contact between 4 feet -12 Feet. It is characterized by a clear visual perception of the whole person. Body heat and odor are imperceptible, eye contact is increased, and vocalizations are loud enough to be over heard by others. It is more formal and is limited to seeing and hearing. It allows more activity and movement back and forth. An example, when nurses make rounds or a wave greeting to some one.

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D) Public distance: physical contact is 12feet and beyond. It requires loud, clear vocalizations with careful enunciation.

5) Territoriality Roles and Relationships

- ❖ **Territoriality:** is a concept of the space and things that an individual considers as belonging to self. For example, clients in a hospital often consider their territory as bounded by the curtains around the bed unit or by the walls of a private room. Nurses need to obtain permission from clients to remove, rearrange, or borrow objects in their hospital area.
- ❖ **Relationship between sender and receiver affect the communication process.** Roles such as nursing student and instructor, client and physician, or parent and child affect the content and responses in the communication process. Choice of words, sentence structure, and tone of voice vary from role to role.

6) Time

7) Environment. Temperature extremes, excessive noise, and poorly ventilated environment can all interfere with communication. Also, lack of privacy may interfere with a client's communication about matters the client considers private.

8) Congruence: is matching between verbal and non verbal aspects of the message. Clients more readily trust the nurse when they perceive the nurse's communication as congruent. This will also help to prevent miscommunication.

9) Interpersonal Attitudes. Attitudes convey beliefs, thoughts, and feelings about people and events. Attitudes such as caring warmth, respect, and acceptance facilitate communication. Condescension, Lack of interest, and coldness inhibit communication.

Importance of Communication in Nursing

- **Without patient communication, the patient wouldn't receive safe and effective care and the nurse wouldn't be able to do his or her job efficiently.**
- **To establish nurse-patient relationship**
- **To be effective in expressing interest/concern for patient/family**
- **To provide health care information**

Communication & Nursing Practice

- Competency in communication helps nurses to maintain effective relationships within their professional practices to meet legal, ethical, and clinical standards of care.
- The nurse ability to relate to others is a very important aspect of interpersonal communication.
- This includes the ability to initiate in establishing, maintaining communication and respond appropriately to the other persons.

Effective Communication

- Today's focus will be directed toward developing effective patient communication.
- Nurses interact with many people daily & the success depends upon effective interpersonal skills
- Characteristics of effective communication
 - ✓ It is two way.
 - ✓ It involves active listening.
 - ✓ It reflects the accountability of speaker and listener.
 - ✓ It utilizes feedback.
 - ✓ It is free of stress.
 - ✓ It is clear.

Therapeutic Communication

- Therapeutic communication: occurs between the nurse and the client but is client-focused. It is a learned skill involving both verbal and nonverbal communication. The purpose is to promote client growth. It involves the disclosure of personal information by the client. It is an interdependent relationship. It is patient focused, purposeful, & time limited.
- Nurse comes to know the patient as a *unique individual*, and Patient comes to *trust* nurse.
- It refers to holistic approach of nursing care including physical, emotional, psychological and social health education and care.

Conclusion

Effective Communication is giving, receiving or exchanging of information, opinions or ideas so that the message is completely understood by everybody involved





Barriers of Communication

1) Physiological Barrier: are related with the limitations of the human body and the human mind (memory, attention, and perception). Physiological barriers may result from individuals' personal discomfort, caused by ill-health, poor eye sight, or hearing difficulties.

1.1. Poor Listening Skills. Listening to others is considered a difficult task. A typical speaker says about 125 words per minute. The typical listener can receive 400–600 words per minute. Thus, about three-fourth of listening time is free time. The free time often sidetracks the listener. The solution is to be an active rather than passive listener.

1.2. Information Overload. Nurses are surrounded with a pool of information. It is essential to control the flow of the information, else the information is likely to be misinterpreted or forgotten or overlooked. As a result, communication may get distorted.

1.3. Inattention. At times, we just do not listen but only hear.

1.4. Emotions. The emotional state of a person at a particular point of time affects his/her communication with others as it has an impact on the body language (nonverbal communication). If the receiver feels that the sender is angry (emotional state), he/she can easily infer that the information being obtained will be very terrible.

1.5. Poor Retention. Human memory cannot function beyond a limit. One cannot always retain all the facts/information about what is being told to him/her especially if he/she is not interested or not attentive. This leads to communication breakdown

2. Physical and Environmental Distractions. Physical distractions are the physical things that get in the way of communication. Examples of such things include the telephone, an uncomfortable meeting place, and noise.

- These physical distractions are common in the hospital setting. Distractions such as background noise, poor lighting, uncomfortable sitting, unhygienic room, or an environment that is too hot or cold can affect people's morale and concentration, which in turn interfere with effective communication

3. Psychological Barrier: such as misperception, filtering, distrust, unhappy emotions, and people's state of mind can jeopardize the process of communication. We all tend to feel happier and more receptive to information when the sun shines. Similarly, if someone has personal problems such as worries and stress about a chronic illness, it may impinge his/her communication with others.

4. Social Barriers: include the social psychological phenomenon of conformity, a process in which the norms, values, and behaviors of an individual begin to follow those of the wider group. Social factors such as age, gender, socioeconomic status, and marital status may act as a barrier to communication in certain situations.

5. Cultural Barriers

Culture shapes the way we think and behave. It can be seen as both shaping and being shaped by our established patterns of communication. Cultural barrier to communication often arises when individuals in one social group have developed different norms, values, or behaviors to individuals associated with another group. Cultural difference leads to difference in interest, knowledge, value, and tradition.

6. Semantic Barrier: Language, jargon, slang, etc., are some of the semantic barriers. Different languages across different regions represent a national barrier to communication, which is particularly important for migrating nurses.

7. Linguistic Barriers. Individual linguistic ability may sometimes become a barrier to communication. The use of difficult or inappropriate words in communication can prevent the people from understanding the message. Poorly explained or misunderstood messages can also result in confusion.

The linguistic differences between the people can also lead to communication breakdown. The same word may mean differently to different individuals.

8. Past Experience. If someone has awful experiences in the past related to some particular situation, then he/she will try to avoid communication in that situation

9. Organizational Barriers. Unclear planning, structure, information overload, timing, technology, and status difference are the organizational factors that may act as barriers to communication.

9.1. Technological Failure

Message not delivered due to technical failure (e.g., receiver was not in mobile network area and the sender has not activated delivery report in message setting).

9.2. *Time Pressures.* The targets have to be achieved within a specified time period, the failure of which may have adverse consequences for the employee. Sufficient time should be given for effective communication.

9.3. *Complexity in Organizational Structure*

Greater the hierarchy in an organization (i.e., the more the number of managerial levels), more are the chances of communication getting destroyed. Only the people at the top level can see the overall picture while the people at low level just have a knowledge about their own area and a little knowledge about other areas of the organization.

10. Barriers Related with the Message

10.1. Unclear Messages. Effective communication starts with a clear message. Unclear messages in terms of meaning, grammar, and words may act as a barrier to communication because the receiver may not be able to intercept the actual meaning of the message.

10.2. Stereotypes

Stereotypes are beliefs or generalizations about characteristics or qualities that are felt to be typical of a particular group. Stereotyping is a barrier to communication because people with stereotype thoughts either will not read the message completely or will not read it at all because of their thinking that they already know everything.

10.3. Inappropriate Channel

Variation of channels helps the receiver understand the nature and importance of a message. While making a choice for a channel of communication, the sender needs to be sensitive to such things as the complexity of the message; consequences of a misunderstanding; knowledge, skills, and abilities of the receiver; and immediacy of action to be taken from the message.

10.4. Lack of Feedback

Feedback is the mirror of communication. Feedback mirrors what the sender has sent. Without feedback, communication cannot be considered complete. Both the sender and the receiver can play an active role in using feedback to make communication truly two-way.

11. Some Other Blocks to Communication

- **Failure to listen:** Communicator may or may not feel able to speak freely to the listener, if the listener is not listening carefully or not responding.
- **Conflicting verbal and nonverbal messages.**
- **Failure to interpret with knowledge.**
- **Changing the subject:** A quick way to stop conversation is to change the subject.
- **Inappropriate comments and questions:** Certain types of comments and questions should be avoided in most situations because they tend to impede effective communication, e.g., close-ended questions and using comments that give advice.

GOOD LUCK