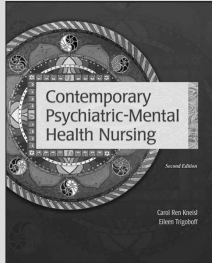


Contemporary Psychiatric-Mental Health Nursing



Chapter 10 *Communicating and Relating*

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Communication

- Interpersonal Communication – the mechanism to establish, maintain, improve human contact

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Meaning

- Influenced by:
 - Perception
 - Values
 - Roles
 - Culture/subculture
 - Experiences
 - Communication

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Perception

- Based on one's experience of
 - Sensing
 - Interpreting
 - Comprehending

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Values

- Differ from:
 - Culture to culture
 - Group to group
 - Individual to individual

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Concepts of Understanding

- Denotative meaning
- Connotative meaning
- Private meaning
- Shared meaning

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Nonverbal Communication

- Mechanism to communicate using:
 - Gestures
 - Body movement
 - Facial expressions
 - Posture
 - Space

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Nonverbal Communication - continued

- Facial expressions
- Body movement
- Hand gestures
- Pitch
- Rate
- Volume

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Nonverbal Communication - continued



Click [here](#) to view a video interview with Josh

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Nonverbal Communication - continued

- Use of space
- Use of touch
- Use of cultural artifacts

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Nonverbal Communication - continued

- Used to:
 - Repeat
 - Contradict
 - Add or modify
 - Accent or emphasize
 - Regulate
 - Substitute

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Symbolic Interactionist Model

- Transactional process
- Five phases:
 - Input
 - Covert rehearsal
 - Message generation
 - Environmental event
 - Goal response

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Neurobiology

- Information flows from cell to cell.
- Electrical chemical charges

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Therapeutic Communication Theory

- Occurs in different settings
- Influenced by perception
- Meaning is exchanged.
- Feedback is essential.

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Behavioral Effects & Human Communication

- Communication = Interaction
- Occurs on two levels
- Interchanges are symmetric or complementary.
- Communication can be disturbed.

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Communication Disturbances

- Disqualifications
- Disconfirming
- Runaways

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Neurolinguistic Programming

- Sensory modalities:
 - Auditory
 - Visual
 - Kinesthetic

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Therapeutic Relationships

- Purpose to initiate, build, & maintain trusting relationships

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Facilitating Intimacy

- Requires:
 - Empathy
 - Respect
 - Genuineness
 - Immediacy
 - Warmth

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Therapeutic Empathizing

- Four phases:
 - Identification
 - Incorporation
 - Reverberation
 - Detachment

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Mindful Listening

- Paying attention
- Remaining nonjudgmental
- Comprehending the message

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Blocks to Mindful Listening

- Rehearsing
- Centering on "self"
- Assuming
- Judging client
- Identifying with client
- Getting off track
- Filtering

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Skills

- Using silence
- Reflecting
- Imparting information
- Clarifying
- Paraphrasing
- Checking perceptions
- Questioning

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Skills - continued

- Structuring
- Pinpointing
- Linking
- Giving feedback
- Confronting
- Summarizing
- Processing

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Therapeutic Communication: Common Mistakes

- Giving advice
- Minimizing feelings
- Deflecting
- Interrogating
- Sparring

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Cultural Sensitivity

- Select your words carefully.
- Speak clearly and directly.
- Use gestures cautiously.
- Listen and observe the client.
- Use open-ended questions.
- Use qualified interpreter.

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Resources

- <http://www.healthypeople.gov/document/HTML/Volume1/11HealthCom.htm>
This site for the Healthy People 2010 Health Information Access Project explains the attributes of effective health communication and the crucial role of communication in health promotion and disease prevention.
- <http://www.jointcommission.org/PatientSafety/NationalPatientSafetyGoals>
The Joint Commission's 2008 National Patient Safety Goals address communication. This site spells out the safety goal, emphasizing the role of communication throughout the health care environment.

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Resources - continued

- <http://www.geocities.com/agihard/mohl/mohl.html#top>
The website for the Museum of Human Language provides operational definitions and explanations of the various functions relative to aspects of language.

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