

**CHAPTER 9**  
Communication and  
the Clinical Interview

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**The Communication Process**

- ☐ Stimulus ...
- ☐ Sender -
- ☐ Message -
- ☐ Variety of media -
- ☐ Feedback received

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**Case Study**

- ☐ A new nurse on a psychiatric unit wants to effectively communicate in a therapeutic relationship with a patient.
- ☐ What are some things that will help this communication?

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**Factors That Affect Communication**

- ☐ Personal factors
- ☐ Environmental factors
- ☐ Relationship factors

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**Verbal Communication**

- ☐ All words a person speaks
- ☐ Communicates
  - 1
  - 2
- ☐ Can convey
  - 1
  - 2
  - 3
  - 4

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**Nonverbal Communication**

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7

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## Therapeutic Communication Techniques

- ▣ Tools for enhancing communication
  - 1
  - 2
  - 3

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## Clarifying Techniques

- ▣ 1
- ▣ 2
- ▣ 3
- ▣ 4
- ▣ 5
- ▣ 6

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## Asking Questions and Eliciting Patient Responses

- ▣ Open-ended questions
- ▣ Closed-ended questions

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### Nontherapeutic Communication Techniques

- ☐ Excessive questioning
- ☐ Giving approval or disapproval
- ☐ Giving advice
- ☐ Asking “why” questions

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### Cultural Considerations

- ☐ Communication style
- ☐ Eye contact
- ☐ Touch
- ☐ Cultural filters -

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### Preparing for the Interview

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

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## Attending Behaviors

- ☐ Foundation of the interview
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  - 2
  - 3
  - 4

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## Clinical Supervision

- ☐ Communication and interviewing ...
  
- ☐ Fosters professional growth...

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## Process Recording

- ☐ Written record of a segment of the nurse-patient session
  
- ☐ Useful tool for identifying communication patterns

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### Audience Response Questions

1. As a nurse assesses a new client, the nurse makes sure the door remains open. Which type of communication factor is this action?  
  
A. Environmental  
B. Relationship  
C. Personal

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### Audience Response Questions

2. A nurse assesses a newly hospitalized client. Which communication technique will the nurse use most?  
  
A. Rapid, high-pitch voice tone  
B. Closed-ended questions  
C. Direct eye contact  
D. Frequent touch

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