

Therapeutic Communication

Chapter 10

Learning Objectives

Lesson 10.1: Therapeutic Communication

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1. Identify two types of communication.
2. List the five components or parts of any communication.
3. Examine two theories of communication.
4. Compare the characteristics of verbal and nonverbal communications.

Learning Objectives

Lesson 10.1: Therapeutic Communication

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- 5. Identify three interventions for communicating with people who do not speak your language.
- 6. Explain eight principles of therapeutic communication.
- 7. Describe eight therapeutic communication skills.
- 8. Name three techniques for communicating with clients who have mental-emotional problems.

Communication

- “The reciprocal exchange of information, ideas, beliefs, feelings, and attitudes between two persons or among a group of persons”
- Those who work with mentally or emotionally troubled individuals become highly skilled listeners

Characteristics of Communication

(Slide 1 of 3)

- Human behaviors have a strong influence on communications
- People engage in two types of communications
 - Intrapersonal
 - Take place within oneself and commonly are referred to as our “self-talk” or “self-dialogue”
 - Interpersonal
 - Interactions that occur between two or more persons
 - The verbal and nonverbal messages that are sent and received during every interaction

Characteristics of Communication

(Slide 2 of 3)

- Process of communication

- Five elements must be present for successful communication

- Sender
- Message
- Receiver
- Feedback
- Context

Characteristics of Communication

(Slide 3 of 3)

- Factors that influence communication
 - Culture
 - Social class
 - Relationships
 - Perceptions
 - Values
 - Parts of the message

Theories of Communication

(Slide 1 of 3)

- Florence Nightingale

- Emphasized the need to effectively understand and communicate with patients

- J. Ruesch

- Saw communication as a circular process in which messages traveled from within one person to another person and back again

- Therapeutic communication is distinguished from ordinary communications by the intent of one of the participants to bring about a positive change

Theories of Communication

(Slide 2 of 3)

● Dr. Eric Berne

- Used *transactional analysis* to refer to the process of investigating what people say and do to each other
- Berne also believed that three ego states exist within all of us
 - The parent who focuses on rules and values
 - The child who focuses on emotions and desires
 - The adult who bases his or her approach to the world on previous observations

Theories of Communication

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- By learning an individual's communication patterns, one is able to achieve more effective and fulfilling interactions
- Other theories of communication focus on the following:
 - The use of body language (kinesics)
 - How people use their space (proxemics)
 - Channels of communication

Levels of Communication

(Slide 1 of 2)

- Verbal communication

- Relates to anything associated with the spoken word
- Understanding verbal messages involves the ability to form abstract ideas and concepts
- Represents only a small part of an entire communication

Levels of Communication

(Slide 2 of 2)

- Nonverbal communication

- Messages sent and received without the use of words
- Messages sent at the nonverbal level are expressed in at least one of four ways
 - Appearance
 - Body motions
 - Use of space
 - Nonlanguage sounds

Intercultural Communication

- Intercultural differences

- To fulfill basic needs, people must interact and communicate with each other.
- Cultural communications may differ in terms of the following:
 - Communication styles
 - Nonverbal behaviors
 - Values
 - Language

Therapeutic Communication Skills

- Goals of therapeutic communications are to focus on the client and foster the therapeutic relationship
- Therapeutic communication techniques are divided into two areas
 - Listening skills
 - Concentrate on the speaker
 - Listen objectively
 - Make sure nonverbal messages match verbal messages
 - Follow up
 - Clarify
 - Interacting skills
 - Verbal and nonverbal responses should encourage clients to communicate in a way that encourages growth

Principles of Therapeutic Communication

- Acceptance
- Interest
- Respect
- Honesty
- Concreteness
- Assistance
- Permission
- Protection

Therapeutic Listening Skills

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- Concentrate on speaker and message
- Keep distractions/interruptions to a minimum
- Change the setting if necessary
- Assess nonverbal communication
- Listen objectively
- Discover which words trigger emotional responses
- Use eye contact and body language that is culturally appropriate

Therapeutic Listening Skills

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- Do not interrupt
- Jot down notes if needed
- Do not assume that you have understood another person's thoughts
- Clarify any message about which you are unsure

Interaction Skills

- Responding strategies: Therapeutic techniques that relate to the care provider's actions while communicating
- Use words that have meaning to the client
- Do not use the word *why* in a question

Nontherapeutic Communication

(Slide 1 of 2)

- Messages that hinder effective communication
 - Slow or halt the development of a helping relationship
- Barriers to communication
 - Behaviors used when one feels threatened

Nontherapeutic Communication

(Slide 2 of 2)

- Methods for coping with barriers to communication
 - Recognize that a problem exists
 - Identify what purpose or need the problem is filling
 - Explore appropriate alternative behaviors
 - Implement alternative behaviors when interacting
 - Evaluate whether communications have improved

Problems with Communication

- Communicating with mentally troubled clients
 - Problems with communication are a common feature in many forms of mental illness
 - To communicate effectively with mentally and emotionally troubled clients:
 - Realize that every interaction is a part of the total therapeutic process
 - A climate of trust and respect must be established
 - Clients need a routine
- One of the most important tools for communicating with mentally ill clients is effective listening

Questions?