

Communication

3 Elements of Communication

1. Sender - must deliver the message in a clear/concise manner
 - a. verbal
 - i. volume & rate
 - ii. pronunciation
 - iii. grammar/slang
 - iv. tone of voice
 - b. nonverbal
 - i. eye contact & facial expressions
 - ii. body posture (open vs. closed, etc.)
 - iii. gestures
 - iv. touch
2. Message - must be clear
 - a. terminology
 - b. specific - no room for guessing or misinterpretation

3. Receiver - must be able to hear & receive the message
 - a. barriers
 - i. hearing/visual impairments
 - ii. limited English
 - iii. extremely weak or heavily medicated
 - iv. interruptions and/or distractions
 - v. personal prejudice/bias
 - vi. stress
 - vii. cultural diversity
 1. health care beliefs
 2. eye contact
 3. ways of dealing with death
 4. touch

Good Listening Rules

1. Allow the other person to talk at least half the time
2. Pay attention; eliminate distractions
3. Show interest; maintain eye contact

4. Be patient in allowing time to formulate thoughts; don't interruptions
5. Avoid thinking about your response while another is speaking
6. Keep a friendly/open posture, even when you don't agree; don't display anger
7. Try to see the other person's point of view
8. Observe their body language & watch for contradictions
9. Don't argue over fact of record - look it up
10. Ask for clarification when you don't understand, and reflect back what you have heard

Asking a good ? - open ended, to clarify or draw out, an invitation to talk more

Paraphrasing - reflecting back what you have heard

I-Statements - "I feel _____ when/about _____ because _____ and I'd like _____"

Maslow's Hierarchy of Needs

Self - actualization

(reach full potential; confident/secure with self)

Esteem

(self-respect, the approval of others)

Love & Affection

(sense of belonging; able to give/receive love & friendship)

Safety & Security

(free from fear & anxiety; secure in environment)

Physiological Needs

(air, food, water, clothing, shelter, sleep, temperature)

Satisfying Needs

1. Direct methods - hard work, realistic goals, situational evaluation, cooperation, communication
2. Indirect methods - defense mechanisms