

Therapeutic Communication

Definition: It is an interpersonal interaction between the nurse and client during which the nurse focuses on the patients specific needs to promote an effective exchange of information between the nurse and client.

OR

The therapeutic interaction between the nurse and the client will be helpful to develop mutual understanding between two individuals. Interaction is a learning experience for both client and for the nurse and a corrective emotional experience to the client to modify his behavior.

Purpose of therapeutic communication:

1. To achieve self-realization, self-acceptance, self-respect.
2. To formulate good interpersonal therapeutic relationship.
3. To achieve realistic personal goal.
4. To provide a safe place for the client.
5. To explore the meaning of the illness experience.
6. To provide information.
7. To provide emotional support.
8. To achieve maximum health and wellbeing.
9. To improve the client ego strengths.
10. To treats communication problem.
11. To encourage socialization & family interaction process.

Therapeutic relationship: The nurse client relationship differs from a social or intimate relationship within the nurse client relationship, the nurse assumes the role of a professional and a helper. The client is the one seeking help.

Phases of therapeutic relationship:

- 1) Preparation phase
 - This is the data gathering stage in which the caregiver prepares for the relationship.
- 2) Orientation phase
 - The orientation phase consists of introduction and as agreement between nurse and client about their mutual roles and responsibility.
- 3) Working phase
 - During the working phase, the nurse and client participate together in the nursing care activity.
- 4) Termination phase
 - Termination is the closure of the relationship.

Qualities/Elements of therapeutic relationship:

1. Warmth:

- ❖ Warmth is an essential attitude in psychotherapists.
- ❖ Nurse's expression of warmth to the clients will make them feel welcomed.
- ❖ This positive emotion will foster feelings of well-being and likely to promote healing.

2. Respect and acceptance:

- ❖ Respect is the communication of acceptance of the client's ideas, feelings and experiences.
- ❖ It includes valuing or positively regarding clients for what they are
- ❖ Receiving respect makes people feel important care and worthwhile.
- ❖ When people do not receive respect, they feel hurt and ignored.

3. Genuineness:

Genuineness or authenticity is a fundamental basis for the best of communication comprising of "realness" and congruence. The basic feature of genuineness is presenting your true thoughts and feelings verbally and non-verbally to another person's.

4. Empathy:

- ❖ Empathy is defined as the capacity to see with the eyes of another to hear with the ears of another and feel with the heart of another without loss of self.

5. Self-disclosure:

- ❖ Disclosure means to UN close or to open up. To self-disclose then means to open up our self to others. When we self-disclose we reveal our thoughts and feelings and make known to others some of our personal experience

6. Questioning :

- ❖ Adeptness at asking question is a fundamental requirement of a competent and considerate nurse. The more effective the nurse can be in questioning, the more useful information she will collect. Effective questioning ensures that the nurse collects the data she needs to provide quality nursing service.

7. Expressing opinion:

- ❖ Expressing opinion is the act of disclosing what the nurse thinks or feels about health care situations affecting her clients or colleagues. It is assertively interactional. That is the opinions are offered as additional information for their problem-solving and decision-making process.

Techniques of therapeutic communication:

A. Active listening.

B. Asking question.

C. Listening responses.

a) Minimal cues and leads.

b) Clarification

c) Restatement

d) Reflection

e) Summarization

f) Silence

g) Touch

D. Verbal responses-

- a) Mirroring depth
- b) Matching appropriate vocabulary
- c) Using appropriate vocabulary.
- d) Focusing
- e) Reframing situations.
- f) Presenting reality
- g) Using humor
- h) Confirming responses.
- i.) Giving feedback