



Two-Way Communication Trusting Relationships

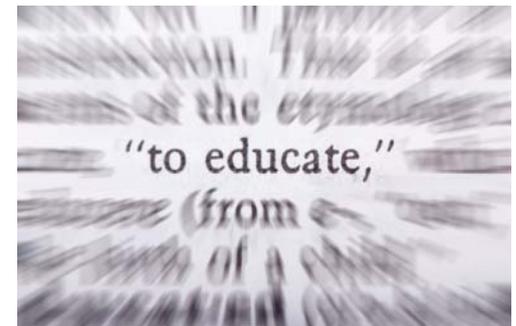
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Purpose

- Define communication – including:
 - Two-way communication
 - Verbal and nonverbal communication
- Identify both positive and negative communication techniques
- Define a trusting relationship and list techniques essential to developing one



Objectives

- Reader will develop knowledge of:
 - Definitions of both verbal and nonverbal communication.
 - Importance of a trusting relationship between TC and participant/family/caregiver(s).
 - Communication techniques with application to a case study.



Definition

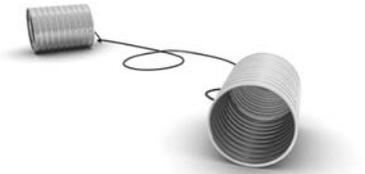


Communication¹

“Any process in which a message containing information is transferred, especially from one person to another, via any of a number of media. Communication may be verbal or nonverbal; it may occur directly, such as in a face-to-face conversation or with the observation of a gesture; or it may occur remotely, spanning space and time such as in writing. Communication contributes to the development of all therapeutic relationships” (p. 426).



Communication



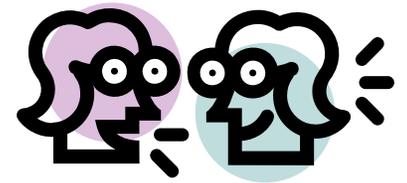
- Two-way communication:
 - Information has to be SENT from one person and RECEIVED by another person.
 - Meaning needs to be received and translated to a level of understanding.
 - Roles can be reversed. The sender can become the receiver and the receiver can become the sender at any time in a conversation.
 - Can be verbal and/or nonverbal



Definitions

- Verbal Communication

- Most common form
- Involves talking and listening



- Nonverbal Communication

- Facial expression
- Presence or absence of eye contact
- Posture
- Body movement



Reflection Question

- One of the participants you are working with repeatedly smiles and blinks his eyes at you when you make a visit to his home.
- This is an example of what type of communication?
 - Verbal
 - Nonverbal



Positive Communication



○ Positive communication is:

- Open – react honestly, acknowledge others thoughts and feelings, assume responsibility for your own thoughts and feelings
- Empathy – experiencing the other's point of view without judgment
- Supportive – nonthreatening, nonjudgmental attitude
- Equality – all participants are valuable and should be heard



Trusting Relationship

- A trusting relationship is essential to good communication
- Relationships need to be nurtured.
- Factors that enhance development of a trusting relationship:
 - Protect one's privacy
 - Keep promises
 - Avoid negative communication
 - Be available to listen
 - Treat with respect



Reflection Question

- How might you develop a trusting relationship with one of your participants?
 - Be open
 - Be honest
 - Be supportive
 - Protect one's privacy
 - Put yourself in his/her place
 - Always be respectful



Communication Techniques



- "I" messages - Use messages that start with "I" rather than "U"
 - Less likely to appear that you [sender] are blaming the other person [receiver] for something
 - Receiver is less likely to feel threatened by the sender's statement
- Establish eye contact
 - Shows the full attention of the communicator
 - Participant likely to feel like someone is listening to him/her
- Clarify information
 - "I heard you say...is that correct?"

Communication Techniques



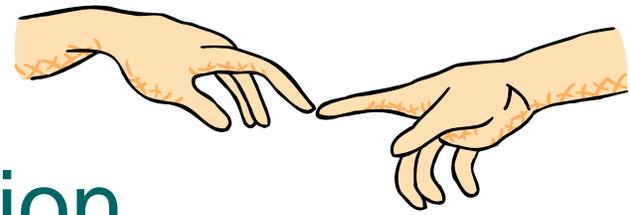
- Keep promises
 - Shows honesty and integrity.
 - Once someone says “yes” to something that person should make every effort to follow through on it.
 - If individual is not able to follow through, tell the other person why it is not possible for you to keep your word.
- Express empathy
 - The ability to mentally put oneself in the place of another to better understand and share feelings.



Communication Techniques

- Use open communication
 - Use open-ended questions so that more than a “yes” or “no” answer is given.
 - Example: Tell me how you feel about your first doctor’s appointment tomorrow.
- Be aware of body language
 - Have an open frame = arms by your side versus arms crossed.
- Using touch
 - A pat on the back or a touch on a shoulder is okay, but be aware of participant’s personal space.





Negative Communication

- Be aware of and try to avoid negative communication techniques
 - Blocking – general answers and impersonal
 - “Everyone feels that way at times”
 - False Assurances
 - “don’t worry” or “it will be okay”
 - Conflicting messages
 - Conflicting verbal and nonverbal messages
 - Rescuing or giving advice
 - “I think you should”



Reflection Questions

In thinking about participants that you have worked with in the past, can you recall...

- An example of open communication?
- An example of negative communication?
- A time when communication was difficult and how did you handle it?



Active Listening



- Sometimes the hardest thing to do is nothing – just listen, wait, listen, clarify, listen
 - Give your full attention
 - Move to a quieter spot, if needed
 - Clear up confusion
 - Pay attention to your body language
 - Stand or sit across from the person speaking
 - Make direct eye contact
 - Note his/her nonverbal communication and respond to it
 - Give participant an opportunity to think about what he/she wants to say

Case Study



- Joe is newly transitioned to an apartment. He has a caregiver, Tim, that comes in every morning to assist Joe with his a.m. care.
- Joe tells you [TC] that Tim has been jerking his arms around during transfers to his wheelchair.
- Now, Joe is complaining of pain in his right arm. He is scared to tell Tim that he is hurting him.
- What communication techniques could you [TC] use when talking with Joe about this situation?

Case Study



- Open – acknowledge Joe’s concerns and feelings; openly express your concerns with Joe.
- Supportive – do not judge Joe. Joe should feel comfortable sharing this information with you knowing that you will listen to him.
- Empathy – put yourself in Joe’s place and share feelings related to this situation
- Equality – it is important to include all people even the caregiver, Tim. Discuss with Tim whether something is bothering him.

Case Study



- You say to Joe.
 - I hear that you are concerned about how Tim's behavior has changed. I believe it is important to look into why this change has happened. Also, we need to find out if you are physically hurt. We should include Tim in exploring this situation.



Comprehension Questions



- Provide an example of positive and negative nonverbal communication?
- Provide an example of positive and negative verbal communication.
- Name a few key points that will help you develop a trusting relationship with a participant.
- What can be gained through active listening?



Examples of positive and negative nonverbal communication

○ Positive nonverbal communication

- Make direct eye contact
- Keep an open frame = arms at your side
- Face the person you are speaking to

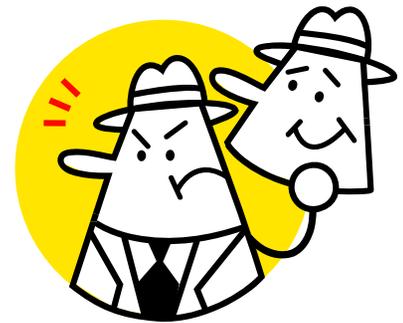


○ Negative nonverbal communication

- Turning your back to the person speaking to you
- Arms crossed over your chest
- Frowning

Examples of positive and negative verbal communication

- Positive verbal communication
 - "I" statements
 - Empathy
 - Supportive
 - Not judging
- Negative verbal communication
 - Blocking statements
 - False assurances
 - Giving advice or trying to rescue



Key points towards developing a trusting relationship

- Keep information private
- Keep promises – if you promise to get information, get it
- Always be respectful
- Be available to listen



What can be gained through active listening?

- Gives you time to observe nonverbal communication
- Gives the sender time to reflect on their own thoughts



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