



6.5 Scenarios of Effective Communication Techniques Handout

Four Primary Communication Techniques

- ❑ Listen Actively
 - Be engaged in your conversations. Focus your full attention on the person you are addressing.
- ❑ Send “I” messages, not “You” messages.
 - “I” messages don’t place blame or point fingers.
 - “I feel concerned when . . .”
 - “You” messages, such as “You always let the little things get to you,” are degrading and will put the other person on the defensive.
- ❑ Paraphrase
 - Restate what the other person has said if you’re not sure you have correctly received the message he or she is trying to send to you. Be careful not to use this technique too often because it could be perceived as condescending.
- ❑ Ask open-ended questions, not “yes/no” questions.
 - Ask open-ended questions such as “Tell me more about . . .”

Timing is everything. Back off if the timing for the conversation is not conducive to a positive outcome. Your conversation can be held at a more opportune time.

Put your attention on “What did you learn from this mistake,” not on who is to blame.

Try This!

After reviewing the four primary communication techniques, read the following poor communication examples out loud and then practice more effective communication techniques.

1. “Talking to people about making an advanced directive is awful. They want to tell you their life story about Uncle Jim being on a ventilator for three months. And they ask the same questions over and over. Don’t you think?”

More effective way of communicating:



2. “You always look stressed when you have to do drug calculations. It’s really easy.”

More effective way of communicating:

3. “You take things too personally. Don’t let those other nurses bother you. They’re not nice to anyone.”

More effective way of communicating:

4. Create your own example of poor communication.

More effective way of communicating: