

Nurse's Aid Online: Your Personalized Helpdesk

Nurses are often responsible for communicating with patients and their families. This communication may involve verbal and nonverbal aspects of nursing care.

Poor communication is a common cause of errors in healthcare settings and can have serious consequences. For example, miscommunication during shift handover can result in a patient taking [nurs fpx 4060 assessment 1 practicing in the community](#) or not getting adequate treatment.

Listening Skills

The ability to listen to patients and their families is a key element of nursing. This requires attention to both verbal and nonverbal cues, such as eye contact, posture and facial expressions. During patient interviews, nurses must also be able to understand the patient's point of view and emotions to help them feel comfortable sharing information.

Nurses must also be able to explain medical conditions, treatment regimens and procedures in a way that is easily understood by their patients. This includes avoiding jargon, abbreviations and overly complex terms that can be difficult to understand. It is also important for nurses to stay up to date on the latest healthcare research so they can better communicate this information to [NR 393 Week 4 Course Project Milestone](#).

For example, if a patient has had a stroke that affects their speech and hearing, the nurse must be able to speak clearly enough for the patient to comprehend and respond. The nurse must also be able to utilize communication techniques such as "Patient Teach-Back" to ensure that the patient is understanding their medical care and treatment plans. This is especially important during shift handovers, when errors can occur due to inadequate communication between nurses.

Interpersonal Skills

Using the right interpersonal communication skills is important for nurses to build rapport with patients and foster an environment of trust. This includes avoiding condescending pet names and maintaining eye contact with the patient to convey openness. It also involves expressing empathy and compassion to ease a patient's anxiety, particularly if they are receiving unpleasant [NR 439 Week 6 Assignment Reading Research Literature](#).

In addition, nurses should be aware that effective communication is bilateral and they must be both the sender and receiver of messages. Nurses should be careful not to frighten patients with information that they are not capable of understanding, as this can lead to inaccurate feedback or even adverse medical outcomes.

In addition, it is important for nurses to maintain an attitude of openness when addressing workplace conflicts. According to the American Nurses Association and AONE, this is because conflicts can occur when nurses don't share their concerns with other colleagues. This also applies to situations in which nurses have differences of opinion on how to address an issue or problem. Therefore, nurses should be able to remain objective and respectful when evaluating [nrs 451 vn topic 2 benchmark effective approaches in leadership](#) colleagues' written communication and making decisions. This also includes being able to offer alternative solutions to conflicts in a professional manner.

Verbal Skills

Nurses need to verbally convey healthcare information to patients and colleagues. This includes explaining patient treatment plans, identifying concerns and providing support. Nurses also communicate with their superiors to obtain guidance and advice. They write and use internal chat systems to work together on tasks with other healthcare personnel.

Kourkouta and Papathanasiou say that effective communication in nursing is based on the notion that "the message sent is not the same as the message received." In other words, what nurses send with their spoken word may be different from what the listener understands. This is because of differences in language, culture and socioeconomic status, as well as the emotional or physical state of the patient.

Nurses are also expected to communicate nonverbally. They must pay attention to a patient's body language and tone of voice to discern what they are trying to say. They should also be aware of their own nonverbal cues, such as shaking their heads or folding their arms, which can convey the impression that they are not listening. They should also check for understanding by asking the patient to repeat the essential information, using a method called Patient Teach-Back. This [NR 351 Week 6 Professional Paper](#) method has been proven to help patients absorb and internalize important information. They must also be familiar with the latest healthcare research to provide accurate information to patients.