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INTERPERSONAL RELATIONSHIP

Introduction:

- One of the most distinctive aspects of human beings is that we are social beings.

- Interpersonal relationships are & have been the core of our social system since the dawn of civilization.

- Nursing is a therapeutic process & demands an association between the nurse & the patient.

Definition:

Interpersonal relationships refer to reciprocal social & emotional interactions between two or more individuals in an environment.

Interpersonal relationship is defined as a close association between individuals who share common interests & goals.

Dynamics of Interpersonal relationship:

Interpersonal relationships are dynamic systems that keep changing continuously during their existence. Like living organisms, relationships have a beginning, a life span and an end. The three major dynamics of interpersonal relationships are discussed
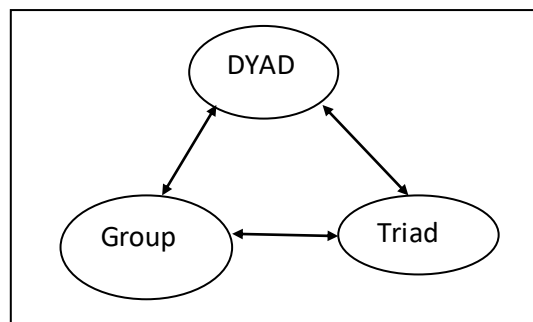
DYAD

- A dyad consists of two interacting people.

- It is the simplest of the three interpersonal dynamics.

- One person relays a message & the other listen.

- It is one of the most unstable interpersonal dynamic. The interaction ends when one constituent of the dyad refuses to listen or share his or her message.

- It is also one of the most intimate interpersonal dynamic as the focus listening & communication is centered on only one person.

TRIAD:

- A triad consists of three interaction people.

- The members engage in the relay & reception of thoughts and ideas

- It is more stable than the dyad as the third members may act as a mediator when there is conflict between the other two.

GROUP:

- A group consists of more than three members & is a collection of triads & dyads.

- It is the most stable from of interpersonal relationship.

PURPOSE OF INTERPERSONAL RELATIONSHIP

1. Interpersonal relationship for an Individual

- Personal growth & development – a good interpersonal relationship actively and continually facilitates personal growth and development of people by sharing vivid experiences of life.

- Source of enjoyment – for some individual, an interpersonal relationship can be a source of enjoyment as it helps them unwind, relax and maximize the fun.

- Sense of security – An interpersonal relationship helps in boosting an individual's self-esteem and sense of security during relationship with others.

- Context of understanding – an interpersonal relationship help us better understand what someone says in a given context. The words we use can mean different things depending on how or in what context they are said. A good interpersonal relationship helps individuals in expressing and meeting

- Interpersonal needs – an interpersonal relationship helps individuals in expressing and meeting interpersonal needs.

- Establishing personal identity – the main reason for developing interpersonal relationships is to establish an identity. The roles we play in our relationships help us in establishing an identity. So do the face and public self-image we present to others. Both roles and images are constructed based on how we interact with others.

II. Interpersonal relationship for Nurses

- Building a positive functional multidisciplinary team – A hospital is a complex system where many people work together for a common purpose, i.e. offer quality care. Interpersonal relationships help nurses in building a positive functional multidisciplinary team both personally and professionally.

- Improving intra-and/or inter-team communication, coordination & cooperation – Interpersonal relationships help nurses establish intra and /or inter-team communication, coordination and cooperation, which is very important for functioning efficiently.

- Building mutual understanding & cooperation – interpersonal relationships help nurses build mutual understanding and cooperation that helps them accomplish their personal and professional tasks more efficiently

- Understanding self – interpersonal relations not only help understand other but also help in understanding oneself more effectively and efficiently. Interpersonal relations help individuals introspect as well as receive positive criticism from others. The use of effective interpersonal relationship is a continuous process that improves self-awareness and insight.

- Improved decision making & problem solving- interpersonal relationships help nurses in taking right decision and solve problems effectively. It also acts as a tool in achieving common goals in administration and management processes.

III. Interpersonal relationship for patients

- Developing a sense of security & comfort–good interpersonal relations help patients and their families develop a sense of non threatening feelings in hospitals and also develop a sense of security and comfort during their stay in hospital.

- Fostering trust & cooperation – trust is a key factor in personal, social and professional function. Interpersonal relation is an essential strategy to foster feelings of trust between patients and the health care team. This plays an important role in seeking the cooperation of patients and their families in health care practises.

- Facilitating communication – Interpersonal relationships are essential to foster communication between patients, family and the health care team. Good interpersonal relations also help patients express their distress and displacement, which ultimately helps in their recovery from the present state of morbidity.

- Improving socialization–Man is a social animal and each one of us requires good socialisation for effective personal and social functioning. Interpersonal relationships acts as a tool for improving socialisation between the patients admitted in hospital or health care facilities.

- Developing & maintaining positive feelings – interpersonal relations are necessary to develop and maintain positive feelings. Futhermore, positive feelings between patients have multidimensional benefits.

Types of interpersonal relationships:

- Friendship

- Family & kinship

- Love

- Marriage

- Platonic relationship

- Casual relationships

- Brotherhood & sisterhood

- Acquaintances

- Professional relationship

Friendship

- Freely chosen association where individuals develop a common ground of thinking & behaving when they enter into the relationship by including mutual love, trust, respect & unconditional acceptance for each other.

- Friendship is a relationship with no formalities & the individuals enjoy each other's presence.

Family & kinship

- Family communication patterns establish roles , identify , enable personal & social growth of individuals.

- Family relationships can get distorted if there is an unresolved conflict between members.

Love

- A informalized intimate relationship characterized by passion, intimacy, trust & respect is called love.

- Individuals in a romantic relationship are deeply attached to each other & share a special bond

Marriage

- Marriage is a formalize intimate relationship or a long-term relationship where two individuals decide to enter into wedlock & stay together life-long after knowing each other well

Platonic relationship

- A relationship between two individuals without feelings of sexual desire for each other is called a platonic relationship.

- In such a relationship, a man & a woman are just friends & do not mix love with friendship.

- Platonic relationships might end in a romantic relationship with partners developing feelings of love for each other.

Casual relationships

- In these relationships, the individuals usually develop a relationship that exclusively lacks mutual love & consists of sexual behaviour only that does not extend beyond one night.

- These individuals may be known as sexual partners in a wider sense or friends with benefits who consider only sexual behaviour

Brotherhood & sisterhood

- Individuals united for a common cause or a common interest (may involve formal membership in clubs, organization, associations, societies, etc.) may be termed as a brotherhood or a sisterhood.

- In this relationship, individuals are committed to doing good deeds for fellow members & people.

Acquaintances

- An acquaintance is a relationship where someone is simply known to someone by introduction or by a few interaction.

- There is an absence of close relationship & the individuals lack in depth personal information about other.

- This could also be a beginning of a future close relationship.

<u>Professional relationship</u>

- Individual working for the same organization are said to share a professional relationship are called colleagues.

- Colleagues may or may not like each other

Phases of interpersonal relationship

Hildegard Peplau (1952) gave the interpersonal relationship model. Her model describes the phases in a nurse-patient relationship in terms of the interpersonal process used in psychodynamic nursing. Peplau's model comphrensively described the four major phases of nurse-patient relationship which is

1. Orientation phase
2. Identification phase
3. Exploitation phase
4. Resolution phase

Orientation phase:

- The pact formulation begins between nurse & patient.

- The nurse clarifies his or her roles & responsibilities within the therapeutic boundary to the patient.

- The Nurse identifies the patient's problem & settles on the type of nursing services needed.

- After developing a trustworthy relationship, the patients start clarifying doubts, share preconceptions and convey their needs and expectations to the nurse.

- There are several factors, such as values, cultural background, beliefs, past experience, expectations and preconceived ideas of both the nurse and the patient, that may affect the orientation phase nurse-patient relationship

Identification phase:

- In this phase, the nurse must approach the patient with empathic understanding to accurately perceive the patient's current feelings.
- While communicating with patients about their problems, the nurse must avoid vagueness and ambiguity by using specific terminology rather than abstractions. This will help foster understanding between the nurse and the patients
- The nurse helps the patients identify their problems in their own context and use the available resources to solve the problems.
- The nurse helps the patients select the best available professional assistance to solve their problems.
- The patient's self esteem will be boosted by having feelings of belongingness and the ability to solve problems.

Exploitation phase:

- The dictionary meaning of exploitation is the process of making use of something to gain as much as possible from it. But during the problematic phase, one feels that there are no resources available which can help the person solve the problem.
- In this phase, the patients are made to understand the problems by exploring all available avenues to solve the problems.
- The nurse can help the patient by extending minimal professional assistance to learn how to explore and exploit the available avenues that can help to solve the problem.
- The patient starts exploiting all the available resources in spite of making requests to others to extend help. Finally, the patient is able to deal adequately with his or her problems.

Resolution phase:

- This is the termination of the professional relationship that begins with convalesce and rehabilitation stage of hospitalization and ends with the discharge of the patient.

- As the pact has already formulated in the first phase, the patient is well versed with the termination phase of the therapeutic relationship.

- The patient's needs have already been met by the collaborative efforts of the patients and the nurse in previous phases, so this is the phase to depart from each other therapeutically.

- If psychological dependence persists between both of them, it becomes difficulty to resolve the transference or counter transference. A nurse must be aware of the techniques to resolve it.

- The relationship must be terminated by maintaining a healthier emotional balance by both the parties involved and no one should remain dependent on each other.

BARRIERS OF INTERPERSONAL RELATIONSHIPS:

A barrier can be anything that restraints or obstructs progress, access, etc. the barriers of interpersonal relationships interrupt the development of a relationship between individuals.

- Personal Barrier
- Situational Barrier
- Socio-cultural barrier

I. Personal Barrier

   The major personal factors that can influence the development or maintenance of an interpersonal relationship between two or more people are discussed below.

- Gender: Gender may influence an interpersonal relationship. A strange man may establish a prompt and intimate interpersonal relation with another man. However, the same may not ensue between a man and a woman and vice versa.

- Lack of honesty and trust: Absence of honesty and trust between two or more individuals may affect their interpersonal relationships. Therefore, the presence of honesty and trust are essential factors in the development of interpersonal relationships.

- Lack of compatibility: Reciprocal compatibility is essential for a strong interpersonal relationship. Two individual with a contrasting personality, who are not at all compatible,

may face difficulties in getting along with each other and may not be able to establish a good interpersonal relationship.

- Feelings of insecurity: when individuals lack security in a relationship, they may fail to establish a good interpersonal relationship because of feelings of threat and anxiety that may hinder a strong interpersonal relationship cannot be established.

- Ineffective communication: Effective communication is a primary tool for establishing good interpersonal relationships. Where active listening, effective and helpful responding and open problem-solving is absent, a positive interpersonal relationship cannot be established. Therefore, effective communication is most essential for the establishment of good interpersonal relationships.

- Distorted self-concept: Self-concept is a reflection of the past experience of an individual with others and includes characteristics which differentiate him from others. Self-concept, if developed in a distorted way, trends to resist change in a person and acts as a barrier in an interpersonal relationship.

- Lack of flexibility: Rigidity in personality may become a cause of concern in interpersonal relationships because rigidity blocks the adaptability of an individual to desired situations.

- Lack of respect for the rights of others: An individual's conscious and unconscious feelings of insecurity about his rights and freedom may become a barrier in an interpersonal relationship. Individual rights must, therefore, be safeguarded by the people involved in an interpersonal relationship.

- Fear of rejection: an individual's pre occupation with the fear of rejection may block the development ensure they are free from the fear of rejection.

- Pre-existing psychiatric / personality problems: individuals with pre-existing personality problems and other psychiatric problems may have problems in developing and maintaining interpersonal relationships.

II. Situational Barriers

Situational barriers play a major role in interpersonal relationship as well. Some major situational factors that influence interpersonal relationships

- Complex interactional settings: interpersonal settings may play a significant role in interpersonal relationships. The depth of interpersonal relationships required by a

situation depends on how complex the task is, whether the people involved possess expertise of different kinds, the frequency of interactions in the setting and the degree of certainty with which the task outcomes can be predicted.

- Adverse environmental situations: Environment is where the transition takes place. It can be problems to maintain an interpersonal relationship if the environment I not cordial. Adverse environmental situations always play a crucial role in blocking interpersonal relationships.

- Lack of territoriality: territoriality is the innate tendency to own space. All individuals lay claim to certain areas as their own and feel safer in their own area. Lack of territoriality leads to distortion in interpersonal relationships.

- High density of individuals: Density refers to the number of people within a given environmental space. Prolonged exposure to high –density situations elicits certain behaviors such as aggression, stress and hostility. These behaviors can stop a person from building effective interpersonal relationship.

- Increased physical distance: the means by which various cultures use space to communicate. If this distance us more than required, sometimes it can be a source of hindrance in interpersonal relationships

- Lack of time: time play an important role in relationships. Every relationship needs time and an individual's effort to grow. Frustrations arise when people do not have time to meet or interact with each other.

III. Sociocultural Barriers:

Some common sociocultural barriers of interpersonal relationships.

- Cultural diversity: culture plays an important role in the development of interpersonal relationships as cultural mores, norms, ideas and customs provide the basis for our way of thinking.

- Ethnic diversity: People with ethnic diversity have different values, attitudes and beliefs that can influence the development of an interpersonal relationship.

- Social diversity: People from a high-status often convey their power with gestures.

- Language diversity: different languages are in use in different regions of the world. Language plays a significant role in interpersonal relationships.

METHODS TO OVERCOME BARRIERS OF INTERPERSONAL RELATIONSHIPS:

Several strategies or guidelines may be used to overcome the barriers of interpersonal relationships.

I.   Strategies to overcome personal barriers:

- In interpersonal relationships, gender differences must be given due consideration.

- Honesty and trust must be maintained while establishing and building interpersonal relationships.

- Individuals involved in an interpersonal relationship must be compatible.

- Individuals must try and adapt according to the others' background and try to be compatible with their aims, attitudes and thought processes.

- A sense of security must be ensured between the people involved in an interpersonal relationship.

- Effective communication is a key aspect of efficient interpersonal relationships. Clarity of thought is also essential in interpersonal relationships.

- Individuals involved in an interpersonal relationship must have a sound self-concept and positive self-esteem.

- Individuals must try and improve self-concept by minimizing the use of misperception and selective interaction and evaluation of the other person. They must also avoid selective self-evaluation and response evocation.

- Flexibility in ideology and philosophy of the individuals in a relationship must be ensured for a more effective adaption and the success of an interpersonal relationship.

- A mutual sense of respect must be ensured by the people involved in a personal and professional relationship.

- Fear of rejection must be eliminated between the individuals involved in an interpersonal relationship.

- Skilled therapeutic communication is required to interact with individuals suffering from psychiatric or personality problems.

II.   Strategies to overcome situational barriers:

- The interaction setting should be simple and familiar to the individuals and each individual should make the other feel as important.

- During interaction in adverse environmental situations or between individuals of divers territories and high densities, special care must be taken.
- Even in organizations, individuals must spend quality time with their co-workers to strengthen the bond between them.

III.   Strategies to overcome sociocultural barriers:
- One can try to overcome the cultural diversity by trying to enhance the four primary factors that decide the interaction pattern such as openness, trust, owing and risk to experiment.
- In situations of social variations and make a sincere effort to adapt to these variations with flexibility.
- Individuals must try to enhance interpersonal communication skills such as maintaining good eye contact, appropriate body language and listening with patience.

JOHARI WINDOW

The Johari window model is a simple & useful tool for illustrating & improving self-awareness &mutual understanding between individuals within a group. The Johari window terminology refers to self& others. Self refers to the person subject to the Johari window analysis and others refers to other people in the person's group or team.

Facts related to Johari Window:
- The johari window model was devised by American psychologist, Joseph Luft &Harry Ingham, in 1955.
- The model was first published in proceedings of the Western Training Laboratory in Group Development by UCLA extension Office in 1955.
- The model was called Johari after combining the first names of the founders, Joe of Joseph Luft and Harry Ingham. In early publications, the model appeared as JoHari, it was later modified to Johari.
- The model was later expanded by Joseph Luft.
- The Johari window model represents self- awareness of an individual towards himself or herself,& later on become a widely used model for self-development by helping the person understand & learn about improvement of communication skills & IPRs.

CONCEPTS OF JOHARI WINDOW:

The word window in the Johari window model represents an open area or quadrant of one's personality (similar to a window in a house through which one can look inside or outside) which actually represents information especially feelings, views, attitudes, intentions, skills, etc., within or about a person from four different perspectives.

These perspectives are also known as regions, areas or quadrants. Thus, the Johari window model can be referred to as a disclosure /feedback model of self-awareness because it helps a person analyse his or her feelings or behavior and is an information processing tool for other people because they can process information about a person subjected to the Johari window analysis.

Therefore, the terminology used in this model refers to self and others: self means oneself or a future group and others means other people in the person's group or other future groups who are subjected to the Johari window analysis. The Johari window's four regions (areas, quadrants or perspectives) are as follows

	Known to self	Not known to self
Known to others	Open	Blind
Not known to others	Hidden	Unknown

1. Open are / open self/ free area/ free self:
    This is the part of an individual's personality that is open for the individual himself or herself and for others also. It represents all that is known by the person about himself or herself and is also known by others.
2. Blind area/blind self / blind spot:
    As the quadrant's name implies, this is the area of one's personality about which the individual is totally unaware, i.e. the person does not know about his or her behavior or feelings but other people are aware about those.

3. Hidden area / hidden self / avoided self:

   This is the areas that includes feelings, fears, etc., that are known to the person about himself or herself but are purposely hidden from others because of some reasons.

4. Unknown area/ unknown area:

   This is the area that is not known to the person about himself or herself and others also do not know about the person.

Functions of johari window model:

• It has become a widely used model for understanding & training self-awareness & personal development & improving communication, IPRs, group dynamics, team development & inter-group relationships.

• It puts emphasis on soft skills, behavior, empathy, cooperation, inter-group development & interpersonal development.

• It can also be used to improve an individual's relationship with others or a group's relationship with other groups

• The model is a simple & useful tool for illustrating & improving self-awareness & mutual understanding between individuals in a group.

• The Johari model can also be used to assess & improving self-awareness & mutual understanding between individuals in a group.

• The johari window actually represents information – feelings, experiences, views attitudes, skills, intentions, motivation, etc. - within or about a person in relation to their group from four perspectives.

• The johari window provides a useful way to graphically visualize the process of self-disclosure.

Description of Johari window and its application in Nursing:

The Johari window tool is used in nursing to assess and improve a patient's relationship with others as its major emphasis is on the development of soft skills, behavior, empathy, cooperation, intergroup development and interpersonal development. It can help an individual gain an insight about the self and others from the four quadrants

Johari window quadrants 1: open area:

- This is the part of an individual's personality that is open for the individual himself or herself and for others also. It means all that is known by the person about himself or herself is also known by others.

- An individual must develop an open area in his or her personality because through this free space there can be an exchange of good communication and cooperation between people. Because this open area helps everyone work in the most effective and productive manner. It can also lead to the development of good interpersonal relationships free from mistrust, confusion, conflict and misunderstanding.

- The members who are working together from a long time logically tend to have larger open areas than new members. Starting work with a new member in a team, either in a work situation or in general, both individuals will share a relatively small open area because relatively little knowledge about each other will be shared. For example: when a nurse starts to develop a therapeutic relationship with a patient, the patient will share a relatively small open area.

- A process known as feedback solicitation can help to expand the size of the open area horizontally into the blind space by actively listening to feedback from other group members. Thus, it will help reduce the size of blind space from one's personality and offer a larger open space to others.

- To expand the size of the open area vertically downwards into the hidden or avoided space, one must disclose information, feeling, etc., about himself or herself to the group and group members.

- The dynamics of expanding the open area in the johari window is depicted

Johari window quadrant 2: blind area:

- This is the area of one's personality about which the individual is totally unaware, i.e. the person does not know about his or her behavior or feelings but other people are aware of these.

- The blind are being a non productive space for individuals hinders open communication with each other because no can work effectively when kept in the dark.

- In this quadrant, a person who is unaware of his feelings or behavior might become a source of misinterpretation by others or sometimes others deliberately withhold disclosure about a person's behavior to him or her to avoid issues in their relationship. Furthers, this can lead to the development of mistrust or fear in the relationship

- This blind area will decrease the open area in a person if someone withhold a sensitive feedback related to the individual's because they will always remain in the dark about their behavior
- While providing feedback to a person, one must take care that it is provided to that extent to which an individual seeks it and must be provided in a specific and sensitive way to avoid causing any emotional upset.

Johari window quadrant 3: Hidden area:

- The hidden area includes the information that is sensitive enough to be shared with others-fears, manipulative intentions, hidden agendas, secrets, etc., that a person does not want to share with anyone because of some reason. This area is also known as avoided self because the person knows about his or her feelings but does not want to bring those in the open area.
- Most of the information and feelings that we want to keep in the hidden quadrant is usually not always personal, i.e. a lot of it is either related to our work or performance. But we don't want to share it with others because of some reason or fear.
- Self-disclosure can help a person move this hidden information and feelings into the open area by disclosing and exploring relevant information and feeling to others. It will help increase the open area by telling others how we feel about ourselves and others which will enable a better understanding, cooperation and trust among individuals.
- One must increase the open area by bringing the hidden information or feelings into the open area through sharing the information with members in a group in group in order to reduce confusion, misunderstanding, poor communication, etc. but it should always be kept in mind that while encouraging the person to share their hidden feelings, the right must be preserved in the person to the extent to which an individual should disclose their hidden information and to whom it should be disclosed.
- Some people are most comfortable to disclose their hidden information or feelings in a single instance but some might like to disclose these at a slow pace and depth. One must provide appropriate feedback to encourage disclosure of the hidden information.

Johari window quadrant 4: Unknown area

- This is the area that includes information, feelings, attitudes, skills, aptitudes which are not known to the person about himself or herself and others also do not know about these.

- These feelings or capabilities can be positive and useful or they can be deeper aspects of a person's personality. But if the person is unaware about these, he or she might lack self-belief.

- One must uncover these aspects of one's personality by self-discovery or others can help a person by prompt observations or through collective or mutual discovery of those aspects.

- The unknown area may be uncovered by moving blind area through observation made by others or moving open area through mutual enlightenment by self and others.

- Nurses can help patients by creating an environment that encourages self-discovery.