

LESSON PLAN

ON

THERAPEUTIC COMMUNICATION

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Therapeutic Communication

NAME OF THE TEACHER : Mrs. Jayanthi K, Assoc. Prof, Dept. of MHN

COLLEGE : Indirani College of Nursing

COURSE : B.Sc. (N) III YEAR

SUBJECT : Mental Health Nursing

TOPIC : Therapeutic Communication

DATE AND TIME :

METHOD OF TEACHING : Lecture cum Discussion

DURATION : 2 Hours

AV AIDS : Black Board, Roller Board, Chart, Hand Out, PowerPoint.

General objectives:

The students will acquire adequate knowledge regarding Communication, Meaning & Definition, Therapeutic Communication, Communication Process, Goals, Characteristics, Therapeutic Communication Techniques, Non -Therapeutic Communication Techniques and Communication Failures, and develops a desirable attitude and applies the skills in practice when communicating with the patients and health care team members in clinical environment.

Specific objective:

The students will be able to,

- ❖ Introduce the Therapeutic Communication
- ❖ Describe the Meaning of Communication
- ❖ Define Communication
- ❖ Define Therapeutic Communication
- ❖ Brief Communication Process
- ❖ Discuss Goals of Therapeutic communication
- ❖ Elaborate Characteristics of Therapeutic communication
- ❖ Identify Therapeutic Communication Techniques
- ❖ Interpret Non -Therapeutic Communication Techniques
- ❖ Explain Communication Failures

S.N	TIME	SPECIFIC OBJECTIVE	CONTENT	TEACHERS / LEARNERS ACTIVITY	AV AIDS	EVALUATION
1.	5 mins	Introduce the Therapeutic Communication	<p>Introduction</p> <p>Communication is a dynamic (constant change) process that takes place around us all the time.</p> <p>In fact we spend 70% of our time receiving and sending messages.</p> <p>Communication is the basic element of human interactions that allows people to establish, maintain and improve contacts with others.</p> <p>Nursing is a communicative intervention and is founded on effective communication.</p>	Explain / Listen	Black Board	Introduce the Therapeutic Communication
2.	5 mins	Describe the Meaning of Communication	<p>Meaning of Communication</p> <p>The word communication originates from ‘communis’, a Greek word, meaning ‘to make common’.</p> <p>It is the transmission and receiving information, feelings and or attitudes with the overall purpose of having understood producing a response.</p> <p>Communication word derived from Latin - <i>commūnicāre</i>, meaning "to share"</p> <p>It is imparting or exchanging of information by speaking, writing, or using some other medium.</p>	Explain / Take Notes	Power Point	What is the Meaning of Communication

3.	5 mins	Define Communication	<p>Definition of Communication</p> <p>Communication is process by which information is exchange between individual through common system of sign, symbol or behavior.”</p> <p style="text-align: right;">...Webster</p> <p>A process by which two or more people exchange ideas, facts, feelings or impressions in ways that each gains a ‘common understanding’ of meaning, intent and use of message</p> <p style="text-align: right;">- Paul Leagens.</p>	Explain / Listen	Power Point	Write the Definition of Communication
4.	5 mins	Define Therapeutic Communication	<p>Definition of Therapeutic Communication</p> <p>In therapeutic communication the nurse directs the communications towards the patient to identify his current health problem, plan, implement & evaluation the action taken.”</p>	Explain / Take Notes	Power Point	Write the Definition of Therapeutic Communication
5.	15 mins	Brief Communication Process	<p>COMMUNICATION PROCESS</p> <ul style="list-style-type: none"> ▪ Sender ▪ Message ▪ Channel ▪ Reciever ▪ Feedback 	Explain / Listen	Black Board	
6.	10 mins	Discuss Goals of Therapeutic communication	<p>GOAL OF THERAPEUTIC COMMUNICATION:</p> <ul style="list-style-type: none"> ▪ Establish a therapeutic nurse-patient relationship. 	Explain / Ask Doubts	Power Point	Write the Goals of Therapeutic communication

7.	15 mins	Explain Characteristics of Therapeutic communication	<ul style="list-style-type: none"> ▪ Identify the most important patients needs. ▪ Assess the patients perception of the problem. ▪ Facilitate the patients expression of emotions ▪ Implement interventions designed to address the patients needs <p>PRINCIPLES OR CHARACTERISTICS OF THERAPEUTIC COMMUNICATION:</p> <ul style="list-style-type: none"> ■ The patient should be the primary focus of interaction. ■ A professional attitude sets the tone of the therapeutic relationship. ■ Use self-disclosure cautiously & only when it has a therapeutic purpose. ■ Avoid social relationship with patients ■ Maintain patient confidentiality. ■ Assess the patient’s intellectual competence to determine the level of understanding ■ Implement interventions from a theoretic base. ■ Maintain a non-judgmental attitude. Avoid making judgment about patient’s behavior. ■ Avoid giving advice ■ Guide the patient to interpret his or her experiences rationally. 	Explain / Listen	Power Point	List the Characteristics of Therapeutic communication
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8.	40 mins	Identify Therapeutic Communication Techniques	<p>THERAPEUTIC COMMUNICATION</p> <p>TECHNIQUES</p> <ol style="list-style-type: none"> 1. Listening 2. Broad opening 3. Restating 4. Clarification 5. Reflection 6. Humor 7. Information 8. Focusing 9. Sharing perceptions 10. Theme identification 11. Silence 12. Suggesting <p>1. Listening</p> <ul style="list-style-type: none"> ■ It is an active process of receiving information ■ Response on the part of the nurse such as maintaining eye-to-eye contact, nodding, gesturing & other form of receptive non-verbal communication convey to the patient that he is being listened to & understood. <p>2. Broad opening</p> <ul style="list-style-type: none"> ■ Encouraging the patient to select topics for discussion. 	Explain / Take Notes & Ask Doubts	Power Point	Explain about Therapeutic Communication Techniques
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- eg; “What are you thinking about?”

3. Restating

- Repeating the main thought expressed by the patient.
- Eg; “You say that your mother left you when you were five years old.”

4. Clarification:

- Attempting to put vague ideas or nuclear thoughts of the patient into words to enhance the nurse’s understanding or asking the patient to explain what he means.
- Eg; “I am not sure that what you mean. could you tell me about that again?”

5. Reflection

- Directing back the patient’s ideas, feelings, questions & content.
- Eg; “You are feelings tense & anxious & it is related to a conversation you had with your husband last night.

6. Humor:

- The discharge of energy through comic enjoyment of the imperfect.
- Eg; “That gives a whole new meaning to the

word „nervous“, said with shared kidding between the nurse & the patient.

7. Information:

- The skill of information giving.
- Eg; “I think you need to know more about your medications.”

8. Focusing

- Questions or statements that help the patient expand on a topic of importance.
- Eg; “I think that we should talk more about your relationship with your father.”

9. Sharing perceptions:

- Asking the patient to verify the nurse’s understanding of what the patient is thinking or feeling.
- Eg; “You are smiling, but I sense that you are really very angry with me.”

10. Theme identification

- This involving identification of underlying issues or problems experienced by the patient that emerge repeatedly during the course of the nurse-patient relationship.

9.	5 mins	Interpret Non - Therapeutic Communication Techniques	<ul style="list-style-type: none"> ■ Eg; “I noticed that you said you have been hurt or rejected by man. Do you think this is an underlying issue?” <p>11. Silence:</p> <ul style="list-style-type: none"> ■ Lack of verbal communication for a therapeutic reason. ■ Eg; sitting with a patient & non- verbally communicating interest & involvement. <p>12. Suggesting:</p> <ul style="list-style-type: none"> ■ Presentation of alternative ideas for the patient’s consideration relative to problem solving. ■ Eg; “Have you thought about responding to your boss in a different way when he raises that issue with you? You could ask him if a specific problem has occurred.” <p>NON-THERAPEUTIC TECHNIQUES</p> <ul style="list-style-type: none"> ■ Reassuring ■ Rejecting ■ Giving approval ■ Advising ■ Defending ■ Requesting 	Explain / Take Notes	Power Point	Discuss about Non - Therapeutic Communication Techniques
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10.	5 mins	Explain Communication Failures	<ul style="list-style-type: none"> ■ Belittling the feeling of the patient. <p>These non-therapeutic techniques should be avoided.</p> <p>Communication failures:-</p> <ul style="list-style-type: none"> ■ Failure to perceive the patient as human being ■ Failure to recognize the level of meaning in communication ■ Failure to listen ■ Failure to interpret with knowledge ■ Use of close ended question only ■ Conflicting verbal) non verbal ■ Giving false reassurance ■ Changing subject if not comfortable 	Explain / Ask Doubts	Power Point	Describe about Communication Failures
11.	5 mins	Summarize the topic	<p>Summary</p> <p>Till now we have discussed about Communication, Meaning & Definition, Therapeutic Communication, Communication Process, Goals, Characteristics, Therapeutic Communication Techniques, Non - Therapeutic Communication Techniques and Communication Failures.</p>	Summarize / Listen	Black Board	Summarize the topic
12.	5 mins	Conclude the topic	<p>Conclusion</p> <p>Communication is a two way process of sharing and transmitting ideas, information and message between two or more individuals.</p>	Conclude / Listen	Black Board	Conclude the topic

			Therapeutic Communication refers to the reciprocal exchange of information, ideas, beliefs, attitudes between persons or among group of persons. It is goal directed process. In nursing it used in nursing process.			
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Assignment

Write an assignment on Therapeutic Communication Techniques

Test

1. Define Communication (2)
2. Define Therapeutic Communication (3)
3. Explain Therapeutic Communication Process (5)
4. Elaborate Therapeutic Communication Techniques (10)

BIBLIOGRAPHY:

STUDENT REFERANCES:

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2. K. Lalitha (2007), "Mental health and psychiatric nursing and Indian perspective" 1st edition, Bangalore, VMG book house.
3. Niraj Ahuja, A short textbook of psychiatry, Jaypee brothers, New delhi, 2002.
4. Bimla Kapoor, Textbook of Psychiatric Nursing, Vol. I & II Kumar publishing house Delhi, 2001

TEACHER REFERANCES:

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2. CL Subash Indra Kumar (2014), "textbook of psychiatric and Mental health nursing", 1st edition, New Delhi, Emmess publication.
3. Stuart (GW), Principles and Practice of Psychiatric Nursing, Elsevier, 8th Edition, 2005
4. Mary C Townsend. "Psychiatric Mental Health Nursing". Concept of care, 4th edition. F.A.Davis Co. Philadelphia 2003.
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