Learning Module On Effective Communication

In Nursing Management

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Effective Communication...

It is two way.

It involves active listening.

It reflects the accountability of speaker and listener.

It utilizes feedback.

It is free of stress.

It is clear
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Module Outline:

Unit One:

Introduction to effective communication

- Meaning and mechanism of communication
- Elements of communication process
- Principles of effective communication

Unit Two:

Organizing and developing effective Message

- Types of communication modes, media, channels and forms
- Common forms of oral and written message that used by nurse manager
- Characteristics of effective written message
- Verbal and non verbal skills that are used to convey message
- Barriers to effective communication

Unit Three:

Developing Effective communication Style

- Types of responding style
- Assertive, non assertive and aggression style
- Defensive and supportive behavior
- Active listening behaviors
**Unit Four:**

*Mastering Effective communication for Leading and managing group work*

- Group dynamics
- Styles of leading group,
- Stages of group developmental process
- Functional and non functional behavior of group
- Methods for preparing, conducting and following up meeting
Introduction to the module

# Module Overview

This module focuses on issues in interpersonal communication among nurse manager - staff and on the assumptions and attitudes which they bring to such interactions. The module will comprise both practical engagements with and theoretical considerations of these assumptions and attitudes, in order to acquire main competencies that necessary for interpersonal communication in nursing management.

# Module Description

Poor communication is often blamed for discord, errors, and misunderstandings in the workplace. In fact, and more correctly, poor communication of intent causes these problems. They occur when people are unwilling to say exactly what they mean, or what they want. They also; occur when there is reluctance or an inability to get clarification of another person's intent. These situations can be avoided by using certain communication skills to establish intent, both other people's intent, and your own. This course covers the three prime strategies that will; enable you to do this.

There are several strategies that nurse managers can practice to improve their interpersonal communication skills. This module focuses on them on the following sequence.

The Module will First look at effective skills for message transmission by using different communication modes, media, channels and forms in the work place.
Second, it will address the dynamic skills of interpersonal communication which are Responding style, assertive style, Active listening and Supportive behavior in order to improve the communication style.
Last, it will focus on effective skills for leading and managing group work and mastering effective meeting.

In this module, you will also learn how to overcome a variety of common forms of interference.

# Importance of the Module
Interpersonal communication is an essential skill for the modern worker. Rarely does an employee work in complete isolation. People interact with customers, peers, teams, managers, and executives. Leaders especially must be able to demonstrate good communication within their teams. When leaders practice good communication skills, their teams are motivated, inspired, and committed.

It is almost impossible to be productive in today's business environment without being an effective communicator. This is particularly true if achievement of your goals depends on your ability to influence others. You need to be able to communicate your ideas, instructions, thoughts, and feelings accurately. This is not as easy as it may seem, and ineffective communication is often at the core of a high proportion of the errors, misunderstandings, and conflicts that occur in the workplace.

*This Module is designed to help the nurse manager to:

- Develop skills needed to communicate a message effectively by identifying the receiver, choosing a proper channel, and responding to feedback
- Increase awareness of communication behaviors and build confidence in your ability to manage workplace communications.
- Learn skills for communicating powerfully
- Conducting challenging conversations while maintaining effective working relationships with supervisors and co-workers.
- Understanding of the prime causes of poor communication, and, more importantly, the skills required to minimize their impact.
**General Instructional Objective**

1- Understand the meaning and mechanism of communication in order to appreciate the value of effective communication to the nurse manager in interaction with others

2- Comprehends elements of communication process in order to apply them effectively in interaction with others

3- Relate elements of communication to the principles of effective communication

4- Applies elements of communication in various group interaction session

5- Understand the meaning and types of different communication forms, modes, media and channels in order to use proper types in creating effective message transmission to her staff

6- Apply proper channels forms, modes, and media while interacting with others

7- Recognize common forms of oral and written message that are used by nurse manager to effectively use them in direct or indirect interaction with her staff

8- Know characteristics of effective written message in order to apply them in written communication

9- Acquires proper verbal and non verbal skills that are used to convey oral message

10- Understand barriers to effective communication and its effect on interpersonal communication

11- Analyze different communication barrier in order to overcomes them while communicating with others

12- Understand meaning, nature and types of responding style and their effects on communication climate
13- Understand meaning of assertive, non assertive and aggression style in order to appreciate the effect of each style on communication climate

14- Analyze behavioral characteristics of assertive, non assertive and aggression in terms of their effects in improving or diminishing effective communication

15- Understand the definition and description of defensive and supportive behavior to appreciate their impact on effective communication

16- Know behaviors that produce defensive reaction in order to avoid them whenever possible

17- Demonstrate effective behavior in leading and managing staff work

18- Understand the definition, element, benefits of active listening and behaviors that promote it in order to utilize them in interpersonal communication

19- Demonstrate active listening behavior in interaction with others

20- Understand the definition, types and importance of group dynamics in the achievement of nurse manager roles and goals

21- Analyze different styles of leading group, factors that influence effective group work and stages of group developmental process in order to facilitate group work

22- Understand functional and non functional behavior of group work in order to demonstrate functional behaviors in leading group work

23- Understand meaning, reason and effective methods for preparing, conducting and following up meeting in order to apply them in staff meeting

24- Applies effective methods for preparing, conducting and following up meeting
Learning Strategies

1- Programmed lecture
2- Assignment sheet
3- Role plays
4- Simulation
   - Video-tape Simulation
   - Written Simulation
   - Life Simulation
Pretest

"Before we start to describe the process and necessary skills for effective communication, the nurse has to identify her current communication skills and what her relationships need.

Rate your Communication skills

* A Self-Appraisal

Use the following rating scale to rate your communication attitudes/behaviors:

1. Rarely
2. Occasionally
3. Somewhat frequently
4. Frequently
5. Regularly or usually

_____ 1. I understand that my frame of reference is not necessarily that of the receiver of my message.

_____ 2. I recognize that the receiver may interpret a message differently because of his/her attitudes, values, experience, needs, etc.

_____ 3. I recognize that the meaning of a message is in the receiver not in the message.

_____ 4. I accept responsibility for a message of mine that is misinterpreted by the receiver.

_____ 5. When listening to someone else, I try to "tune in" for feelings as well as facts.
6. I recognize when I am communicating a fact, an assumption, or a value judgment.

7. I pay attention to the body language of those communicating to me.

8. I use full eye contact when communicating with others.

9. I recognize my status as a supervisor/manager may inhibit communication with me.

Any questions you rated 3 or lower you might want to review again and see how you can improve in this area. This is an excerpt from Patrick’s Program Communicating with IMPACT.

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What Are Your Relationship Needs?

Instructions: Allocate between 0 and 9 points to indicate the degree to which each of the following six questions applies to you. Place the number of the answer at the left of the statement.

1. I like to invite people to join social activities.
2. I feel badly when other people do things without inviting me to join them.
3. I try to have other people do things the way I want them done.
4. Other peoples’ preferences strongly influence my behavior.
5. I try to develop close personal relationships with people.
6. I like people to act close and personal toward me.

Scoring: Add up the number of points for the six questions to determine your total interpersonal needs score. Your score will fall somewhere between 0-54. The point allocations to each of the six questions provide the relative strengths of your interpersonal needs as follows: 1 express inclusion, 2 wanted inclusion, 3 express control, 4 wanted control, 5 express affection, and 6 wanted affection. You can write these in the boxes in exhibit9-3 to visually depict the relative strengths of your interpersonal needs.

Interpretation: There is no "right" score, the value of this information is that it lets you know the relative strengths of your interpersonal needs. The average person, according to
national studies, has a total score of 29. Your highest score on individual questions indicate which interpersonal needs are least satisfied and probably dominate your relationships with others.