



# Communication in the Nursing Context

## Verbal Skills:

### "I" Statements:

- Requesting information (I would like you to...)
- Asking the client to comply (I would like you to...)
- Giving your opinion (I think that...)
- Discussing feelings (I hear you saying...)
- Giving suggestions (I think you could...)

Reflection – serve to stay with the client's feeling, not to explore or analyze

Client's Statement	Nurse's Reflection
<p><i>Nurse, what time is it? My mother was supposed to be here an hour ago. I don't feel like to talk... go away. (says nothing... just sit and look out the window- no eye contact) (Sadly) Nobody cares about me. (Sobbing) I don't know if I'll ever get better. I'm so worthless.</i></p>	<p><i>You seem anxious. You're concerned.</i></p> <p><i>You are too upset to talk? You seem distant.</i></p> <p><i>You seem down.</i></p> <p><i>You feel as if you have no hope? You feel worthless.</i></p>

Verbal Reassurance – validating the client's self-worth and creating a sense of hope.

Client's Statement	Nurse's Response
<p><i>My stroke was 5 months ago, and I don't think I'll ever get better.</i></p> <p><i>I don't think anyone here cares about what happens to me.</i></p>	<p><i>I know you are concerned, but 5 months is not a long period of time for recovery from a stroke.</i></p> <p><i>I am here. I care.</i></p>

