NUR 112
Communication

**Description:** This module focuses on the concept of therapeutic communication. Emphasis is placed on developing helpful strategies for promoting therapeutic communication by developing contracts with families, utilizing therapeutic communication techniques and encouraging verbalization of feelings.

**Learning Outcomes:**

Upon completion of this module the student will be able to:

1. Develop a contractual relationship allowing time to communicate with client/family/significant others.
2. Discuss similarities and differences between social communication and therapeutic communication.
3. Develop and maintain therapeutic relationships with client/family/significant others from a variety of cultural background.
4. Utilize the nursing process to develop therapeutic communication techniques to provide support to client and/family/significant others.
5. Encourage client/family/significant others to verbalize feelings (e.g., fear, discomfort).
6. Provide clear and precise instructions to staff, client/family/significant other.
7. Evaluate effectiveness of communication with client/family/significant others.

**Learning Resources:**

Text: Textbook of choice  
Website: [www.qsen.org](http://www.qsen.org); [www.ihi.org](http://www.ihi.org); [www.jcaho.org](http://www.jcaho.org)  
Class/clinical: Practice verbal and written therapeutic communication skills  
DVD/Videos: “The Helping Interview: Enhancing Therapeutic Communication, Parts 1-3;” “Communicating with Clients of Different Cultures”  
Handouts

**Learning Activities:**

- Active listening exercise  
- Role plays  
- EDGT Fundamentals: Therapeutic Communication Skills  
- Discussion Groups

**Evaluation:**

- Unit Exams  
- Clinical performance evaluation