

### Perceiving to Emoting

Does everyone have emotions?

Robert Plutchik's Wheel of Emotions

Photo courtesy from [http://en.wikipedia.org/wiki/File:Plutchik's\\_Wheel\\_of\\_Emotions.png](http://en.wikipedia.org/wiki/File:Plutchik's_Wheel_of_Emotions.png)

### Interpersonal Foundations for Human Communication

# Communication

occurs in 3 levels

- intrapersonal
- interpersonal
- mass communication

### Interpersonal Foundations for Human Communication

## 2 Types of Human Communication

- DIGITAL
- ANALOGIC

Photo courtesy from [http://en.wikipedia.org/wiki/File:Plutchik's\\_Wheel\\_of\\_Emotions.png](http://en.wikipedia.org/wiki/File:Plutchik's_Wheel_of_Emotions.png)

### Utility of Communication

...relationships and patterns form the basis of human reality...

Photo courtesy from <http://senseuasblissavoyager.wordpress.com/2012/04/03/looking-at-relationships/>

### The Principle of Process

- Messages **sent** and **received** are products of a continuous process; they are not independent of other stimuli in the interpersonal environment.

### Socio-Cultural Suprasystem

Functional Components of the Communication Process

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Transmission of sender's thoughts and feelings, which are decoded by receiver.

Receiver encodes a message and sends it to the original sender who then decodes it.

**Sender-receiver**

The sender encodes his thoughts and feelings into words and gestures and transmits them to the receiver via sound, touch, sight, and smell. At the same time, the sender is receiving messages from the person with whom he is communicating.

**Receiver-sender**

The receiver deciphers the sender's transmission. He determines what request the sender is making of him after he decodes the sender's cognitive and affective messages. Simultaneously the receiver is sending messages to the other person.

## The Principle of Multidimensionality

- The Content
- The Relationship Dimension

## Multidimensionality of Human Communication

- The content dimension
- The feeling or emotional dimension
- The relationship dimension

Photo courtesy from <http://big.wearepeople.com/10-to-effective-communication>

## Multidimensionality of Human Communication

Take this pill now with this water.

Photo courtesy from <http://www.mentalhealth.co.uk/news/785-treatment-of-mental-illness>

## Categories of Verbal and Nonverbal Communication

**Verbal**

- Verbal Message
- Speech
- Tone of Voice and Voice Inflections
- Sequence, Rhythm, and Cadence of Words

**Nonverbal**

- Facial Expression
- Posture
- Movement or Gestures
- Body Position
- Spatial Dimensions

## Humans Rely Heavily upon Nonverbal Aspects of Communications

## The Principle of Communication Inevitably

Watzlawick and colleagues referred to this idea as a major property of behavior...



Photo courtesy from <http://blog.wearepropeople.com/10-ways-to-effective-communication/>

## The Principle of Punctuation

This process of sequencing responses is inherent in all humans and is neither bad nor good.



## The Principle of Symmetrical or Complementary Communication

- Symmetry
- Complementary



## Developing Therapeutic Relationships in Palliative Care



Nursing is about relationships and interactions...



Photo courtesy from <http://www.palmerlaw.co.uk/our-services/elderly-client/>

## Nurses Emotional Communication

- Verbally
  - Affirming statements
  - reassurance
  - Empathy
  - Encouragement
  - sympathy
- Non-verbally
  - Touch
  - proximity



## Authoritative Interventions

- Prescriptive
- Informative
- Confronting



## Facilitative Interventions

- Cathartic
- Catalytic
- Supportive



## Communication and Support

Good communications consists of the ability to assess the patients communication needs and tailor communication to these needs while maintaining realistic hope.

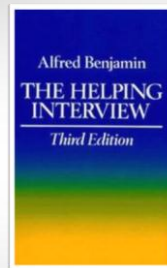


## Communication Challenges in Palliative Care

Good communications consists of the ability to assess the patients communication needs and tailor communication to these needs while maintaining realistic hope.



## Non-Verbal Communication



*It may well consist of no more than a raised eyebrow, a smile, a gesture. When it breaks through though, it brings two partners in the interviewing process closer together by establishing an additional bond. For want of a better term, I can only call this bond, genuine caring for each other and confidence of the helping nature of human rapport.*

Alfred Benjamin 1982,  
The Helping Interview p.159



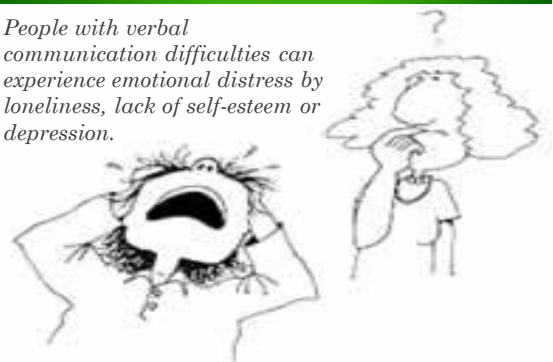
## Promoting Hope

*One of the most important messages to convey to a person with advanced illness is one of **HOPE**.*



## Helping People with Communication Difficulties

*People with verbal communication difficulties can experience emotional distress by loneliness, lack of self-esteem or depression.*



### Communication with Children

*...greater emphasis is now being placed on including children in open discussion about the situation and their own emotional responses...*



### Developing Communication Practice

*Persons style of communication is linked to personal history and can be difficult to change...*



### 3 Ways we become more self aware

- 1. Awareness of the outside world*
- 2. Awareness of the inner world*
- 3. Awareness of each moment of experience.*



**WE CARE ABOUT YOU**



### Breaking the Bad News



### Bad News Etiquette

**Sorry your life is imploding**



Photo courtesy <http://www.albapamedia.com/2011/12/27/family-torn-by-spam-from-dead-relatives-account/>

Photo courtesy [http://www.monkggc.com/2008/12/24/7ew\\_s\\_gicq8ts.php](http://www.monkggc.com/2008/12/24/7ew_s_gicq8ts.php)



“Words should be used as tools of communication and not as a substitute for action”

## Reflection Point

- Think about your own communication style in a recent interaction with a recent patient or relative. How much of the conversation was authoritative, how much was facilitative? Do you think you gave the patient the support they wanted?



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