

self-concept are essential to effective communication, including the ability to:

Share ideas, thoughts, and feelings with individuals (a function of achievement of interpersonal developmental tasks).

Establish, maintain, and terminate the kind of relationship in which one is comfortable (a function of the human need to perpetuate a personal self-concept).

Share power (a reflection of the person's view of self and others).

If the major reason for nurses' communication with clients is to influence clients toward better health, nurses must develop concepts of self that are most effective in facilitating the client's growth potential. These concepts include an awareness of one's perceptions of and feelings about the self, the ability to derive satisfaction by sharing with the client the responsibility for the nurse–client relationship, the ability to view the self as a therapeutic tool, and an appreciation for shared power in activities directed toward change.

How do you come across as a professional nurse? (You may have to ask a colleague for the answer to this one; it may surprise you.)

Why is it important to know how others perceive you as a professional nurse?

What happens to informal communication when the nonverbal behavior is incongruent with what is being said?

What occurs when nonverbal behavior contradicts what is being said?

Think of the last time that you got angry with or lost patience with a significant other. What happened during the interaction? What verbal and nonverbal behavior cues resulted in anger or lack of patience?

REAL-LIFE REFLECTIONS

Remember Marcia, from the beginning of the chapter? What should she do when the nonverbal behavior of her client's family does not match their verbal message? Why is it important for her to act when she sees this incongruence? How does culture play a role in communication? What aspects of the client's culture might affect the family's reaction to her outreach?

Principles of Communication in Collaborative Relationships

When engaged in communication with clients, nurses empathize with, demonstrate respect for, and respond genuinely to them. When nurses and clients equally share the responsibility and authority for care, they enter into collaborative relationships. During nursing assessments,

promote client sharing of all key information and involve nurse verification of interpretations and conclusions based on assessment data. The nurse and the client work together to identify and prioritize nursing diagnoses and determine a plan of care for implementation. They also decide collaboratively how to execute the plan of care. Finally, the client and the nurse evaluate the effectiveness of the care plan and, if it is deemed unsuccessful, explore and propose alternative courses of action. If the plan is successful, the nurse and the client work together to develop another care plan to