

Sundeen, Stuart, Rankin, & Cohen (1998) stated that it is devastating to the formation of a helpful relationship if the nurse fails to listen. Listening transmits the message “I value and am interested in you.” Effective listening requires the use of various techniques (Hosley & Molle, 2006; Schiavo, 2013; Sundeen et al., 1998; Videbeck, 2014), many of which include ignoring internal and external environmental distractions (see ).

As a health care consumer, what caring behaviors have you experienced?

What caring behaviors have you experienced as a nursing student from your student colleagues or faculty?

What caring behaviors have you seen in a clinical practice setting?

What caring behaviors do you display as a nurse?

To listen effectively and to get clients to share thoughts and feelings, the nurse must use verbal communication techniques that facilitate the client’s verbal and nonverbal expressiveness. Such techniques, generally referred to as “,” facilitate the client’s efforts at problem solving, self-expression, and health improvement. Nurses spend time very early in their nursing careers learning caring communication techniques. At first, some nursing students will find the techniques artificial and phony because of current culture values on speed and multitasking. However, nurses must take the time to refine the use of each technique so that it becomes natural and genuine.