

# Communication skills

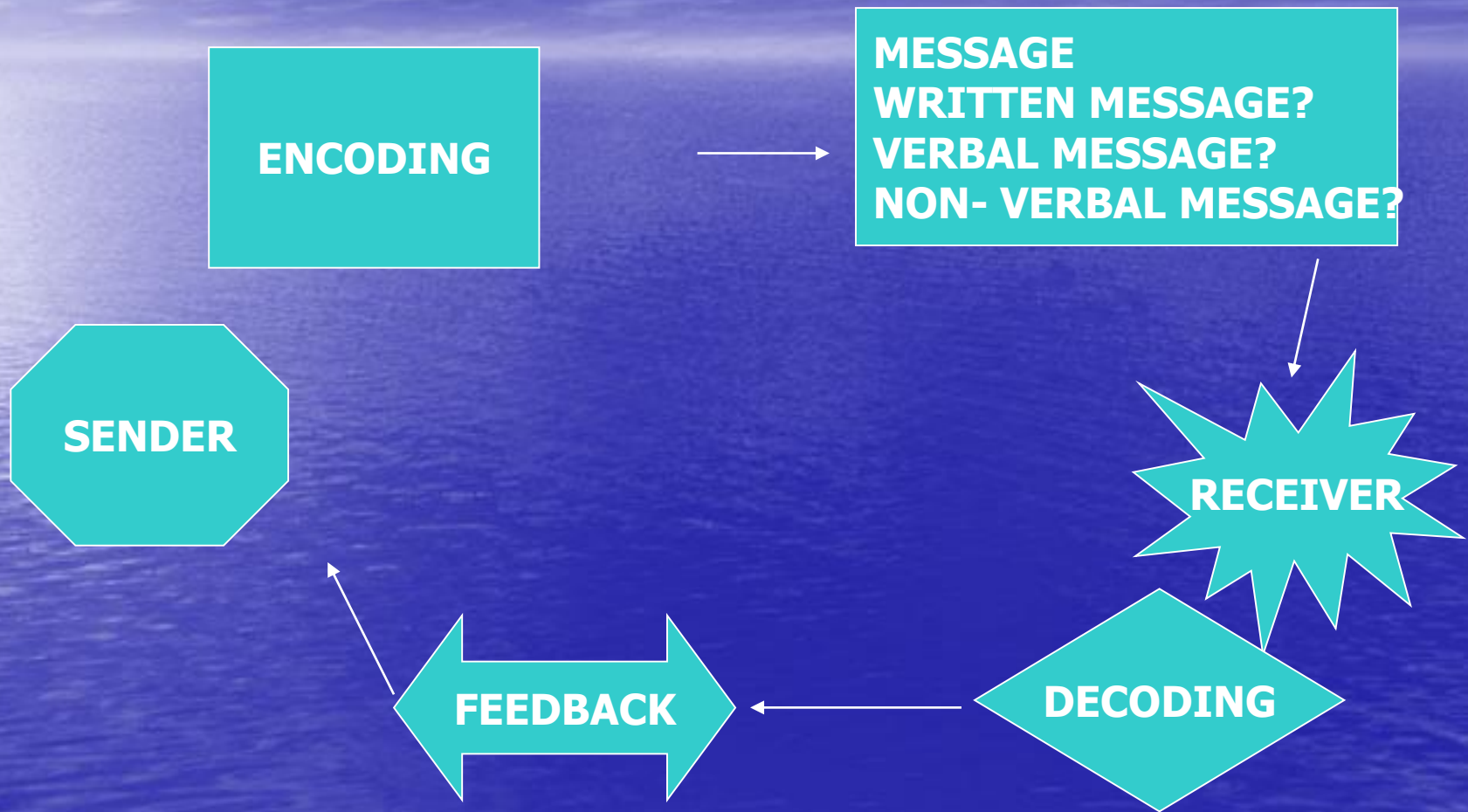
## **Definition of communication:**

*Communication* is the act of transferring or exchanging information , ideas or thoughts easily and correctly verbal or non verbal language.

## **Purposes of communication :**

- 1- To establish inter and intra relationship**
- 2- To be effective in expressing interest / concern for patient / family**
- 3- To provide health care information**
- 4- To influence others**
- 5- To obtain information**
- 6- To initiate change that promotes health**
- 7- Establish a trusting relationship with a patient and support nurses**
- 8- Prevent legal problems associated with nursing practice**
- 9- Effective communication is essential for the establishment of a nurse \_ patients relationship**

# Elements of communication process



# Types of communication

1- verbal

2- non verbal

1- verbal: conscious use of spoken or written word

- Characteristics : simple, brief , clear , well timed , relevant , adaptable , credible.

## **2- Non verbal:**

*these message are considered to be more accurate than verbal communication .*

### **How we communicate non verbal :**

*1- personal appearance.*

*2- posture and gait.*

*3- facial expression.*

*4- eye contact.*

*5- gesture.*

## **kinds of communication :**

***Formal***

***Informal***

### **Formal communication 'the official :**

It is a line of communication for the transmission of official message and information within or outside the organization.

### **Informal communication 'the grapevine:**

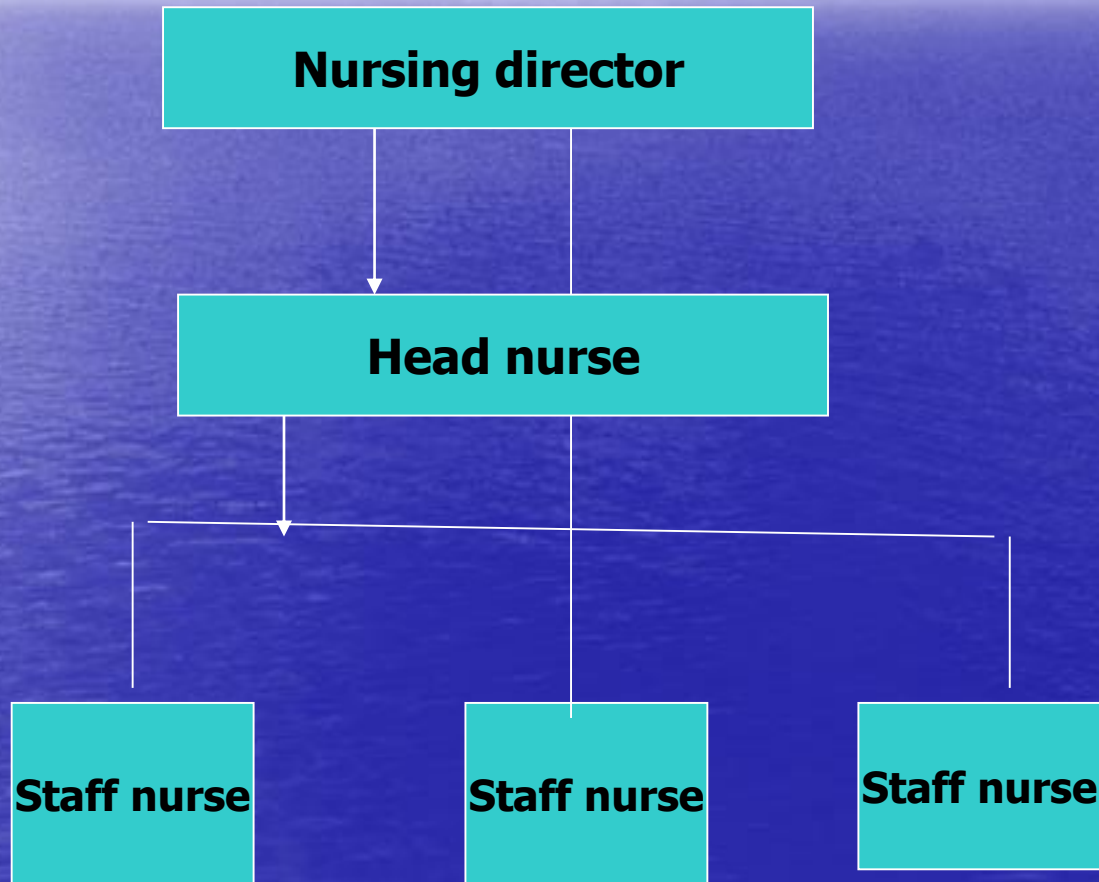
This kind of communication is build around the social relationship of the members of the organization

# **Channels of communication in organization**

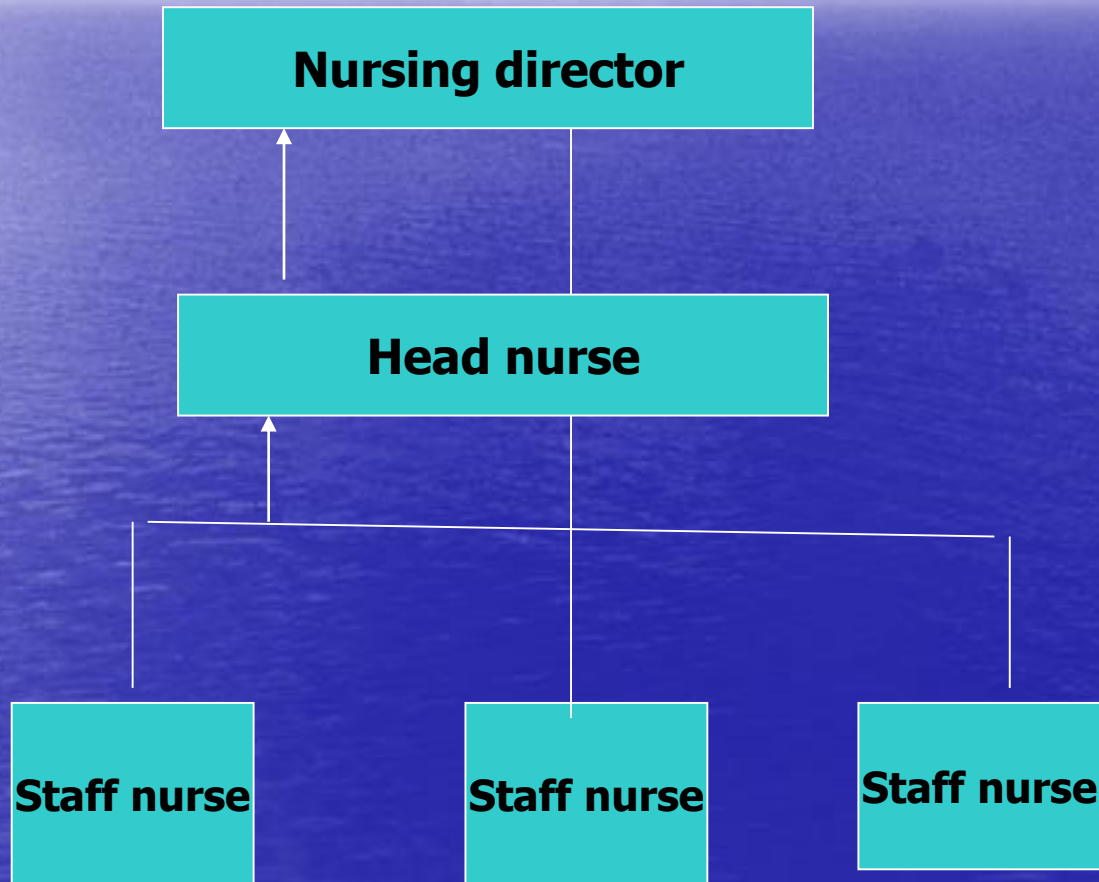
- Downward communication**
- Upward communication**
- Horizontal communication**
- Diagonal communication**



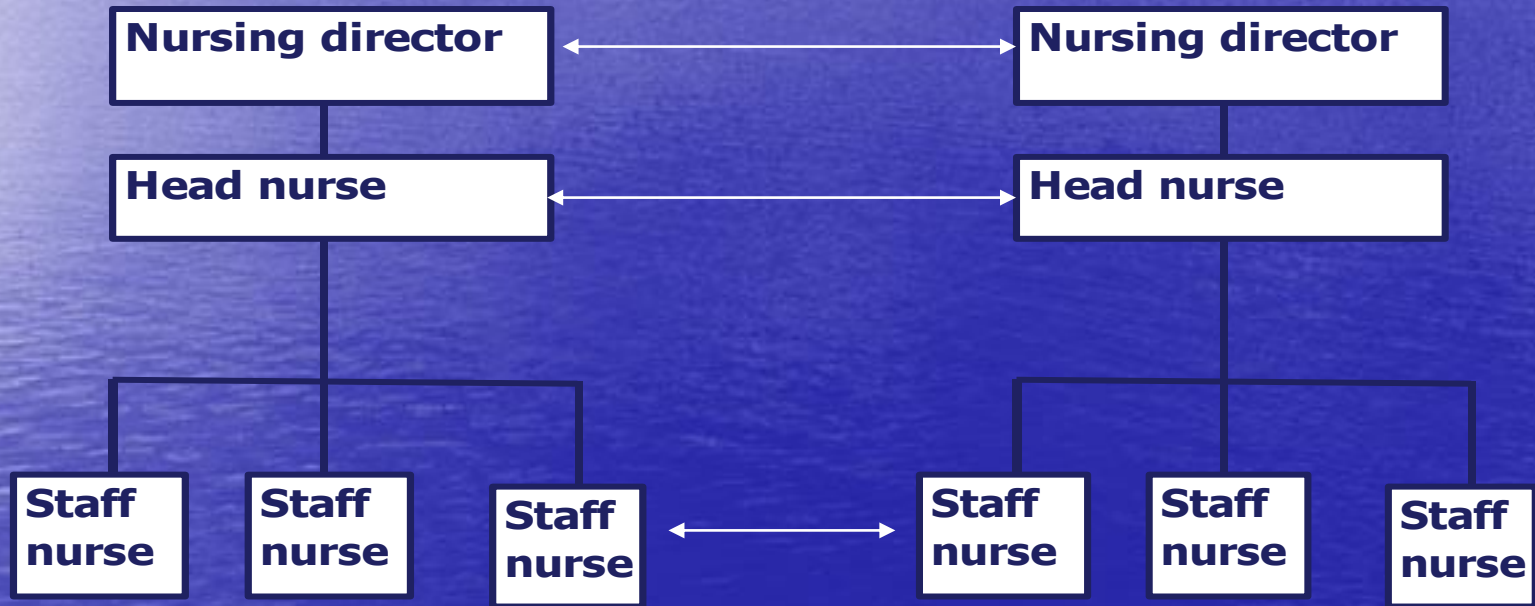
# 1-Downward communication



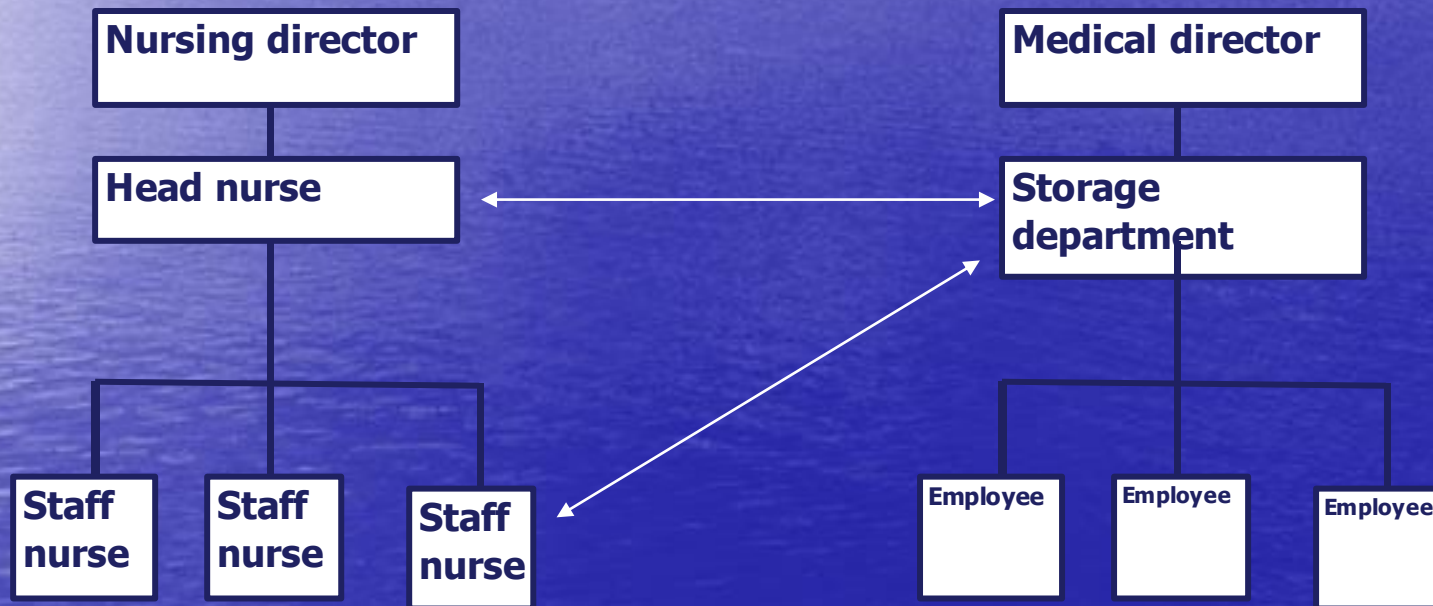
## 2- Upward communication



# 3-- Horizontal flow communication



# 4- Diagonal flow communication



# Strategies to improve communication :

- 1. Be a good listener.**
- 2. Be clear in the use of language .**
- 3. Provide right climate.**
- 4. Watch carefully the tone of your voice.**
- 5. Remember that the communication is a two way.**
- 6. Help receiver to express his thoughts and feeling.**

# Blocks / barriers to communication

1- *Personnel factors .*

2- *Environmental factor .*