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|  | **date**  **Therapeutic Communication in nursing**  ` |  |
| 1 | 6-9/2 | **Principles of communication:**  **Chapter (1): The Communication Process** Therapeutic Communication, A Definition of Communication ,The Five Steps of the Communication Process |
| 2 | 13-16/2 | **Chapter (2): Nonverbal Communication Types of Nonverbal** Communication; Gestures, Facial Expressions, Gaze Patterns, Personal Space  Nonverbal Communication, Position, Posture, Touch  Proper Interpretation of Nonverbal Communication: Congruency with Verbal Messages, Proper Nonverbal Communication Skills for the Healthcare Professional |
| 3 | 20-23/2  27/2-2/3  6/3-9/3 | **Chapter (3)** **Verbal Communication** Definition of Verbal Communication  The Purposes of Using Clear Language for Effective Verbal, Communication with Patients , Content and Word Choice, Grammar and Pronunciation, Tone, Emphasis, Small Talk, Using Commentary  **Important Practices for Effective Verbal Communication with Patients and Other HCPs**  Send a Clear Message  Use Standard English and Not Slang  Avoid Using Medical Jargon When Speaking to the Patient  Talk to the Patient, not at the Patient, and Be a Good Listener  Help the Patient to be a Good Listener  **Developing Skills for Listening and Paraphrasing What the Patient Says:**  Test of the Message for the HCP, A Test of the Message for the Patient  **Building of Rapport— Human Connection**  Focusing on the Patient and Keeping the Patient Talking  Providing Empathy and Understanding to the Patient  The Differences between Empathy and Sympathy  Questioning the Patient: Open-ended Questions, Closed Questions, Multiple Choice Questions  **Some Do’s and Don’ts of Verbal Communication**  Use the Patient’s Name  Do Not Interrupt the Patient  Do Not Give the Patient Unsought or Unrelated Advice  Do Not Talk about Yourself Instead of Talking about the Patient  Do Not Tell the Patient You Know How They Feel |
| 4 | 13/3-16/3  20/3-23/3  27/3/30/3 | **Clinical Communication Skills**  **Chapter (4) Professional Communication and Behavior**  Essential Interpersonal Skills for the Healthcare Professional: Tactfulness and Diplomacy, Courtesy and Respect, Empathy, Genuineness, Appropriate Self-Disclosure, Assertiveness versus Aggressiveness  **Effective Therapeutic Communication Skills and Strategies**  Remaining Silent with the Patient, Remaining Nonjudgmental, Showing Acceptance of What the Patient Tells You, Giving Recognition, Offering of Yourself, Giving the Patient the Opening, Leading the Discussion, Making Observations, Encouraging Communication, Paraphrasing  **Roadblocks to Therapeutic Communication / the health care professional behavior:** Providing Easy Reassurance, Minimizing the Patient’s Feelings, Approving/Disapproving, Agreeing/Disagreeing, Giving Your Own Advice, Prying, Becoming Defensive, Demanding that the  Patient Explain their Behavior, Making Common place  **Roadblocks to Therapeutic Communication/ Patient’s Behavior**  Ineffective Coping Behaviors (defense mechanisms)  **Roadblocks to Therapeutic Communication/ Patient’s Behavior**  Angry Patients  Anxious Patients  **Communication with Other Members of the Healthcare Team—Your Colleagues:** Always Use an Appropriate Means of Communication with Co-Workers, The Appropriate Attitude is Assertive, not Aggressive, Always Choose an Appropriate Time and Place for Important Communication  Sunday 11/12 almawled al nabawe  **Communication with Other Members of the Healthcare Team—Your Supervisor:** Keep Supervisors Informed, Ask Questions, Minimize, Interruptions of Your Supervisor’s Time, Show Initiative |
| 5 | 3/4-6/4 | **Interviewing Techniques:** The Interviewee, The Setting, Types of Questions, The HCP-centered Interview versus the Patient-centered Interview, Interviewing Guidelines,  **Interviewing Techniques:**  Pinpointing the Chief Complaint or Present Illness, Interviewing Children and Adolescents |
|  | 10/4-13/4 | **Assignment presentation**   * + **Low health literacy**   + **Language differences** |
|  | 17/4-20/4 | **Assignment presentation**   * **Visual impairment** * **Loss of hearing** |
|  | 24/4-27/4 | **Assignment presentation**   * **Advanced age** * **Confusion** |
|  | 1/5-4/5 | **Revision** |