



BCCNM LEARNING MODULE — WORKBOOK

Communication

Within the Standards of Nursing Practice



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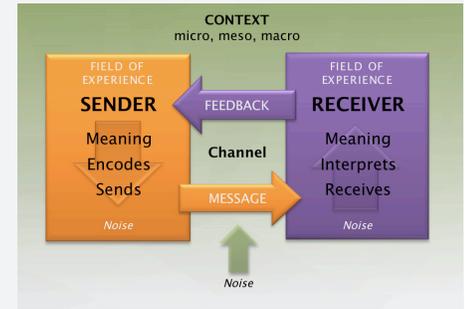
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WORKBOOK ACTIVITY

Communication Processes in Daily Nursing Practice

Identify 3-4 examples of communication interactions that you had during a recent workday. For each of these examples, identify who you communicated with, what form of communication occurred

and the purpose or goal of the communication interaction. Record your conclusions in the table below. An example has been provided to help you begin.



WHO DID I COMMUNICATE WITH?	BRIEF DESCRIPTION OF COMMUNICATION.	WHAT FORM DID THE COMMUNICATION TAKE?	WHAT WAS THE GOAL OR PURPOSE OF COMMUNICATION?
<i>Client</i>	<i>Talked with client about how client was feeling after surgery. Discussed levels of pain, fatigue & activity. Provided information about reasonable expectations for all of these factors.</i>	<i>Verbal. Non verbal – smiled when greeting client. Written (gave post-operative information sheets)</i>	<i>Client assessment. Information sharing. Supporting best surgical recovery. Supporting client in process.</i>

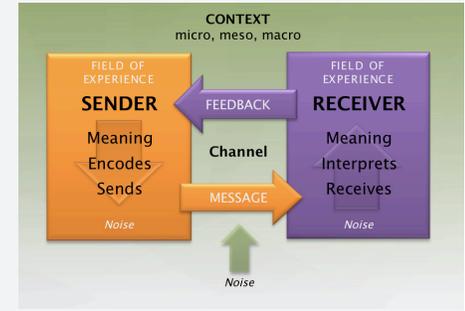
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WORKBOOK ACTIVITY

Components in Communication Processes

To begin, select 2-3 communication interactions from the analysis you completed in Activity # 1. Using these as a basis, and reflecting more widely on your communication in nursing practice if you wish, note the common components that make

up each of your communication interactions. For example, you may notice that each communication interaction includes a message being 'sent' from you to the other person.



Now consider how these components relate to one another, for example, does one precede another? Do they occur at the same time?

Your analysis does not need to be complex or detailed and you can record them in any manner that makes sense to you. The goal of the activity is to develop a

sense of the various components within a 'typical' communication interaction in your nursing practice and the relationships between these components. If you know

of nursing colleagues that are also completing this module you may find it helpful to compare your conclusions with theirs.

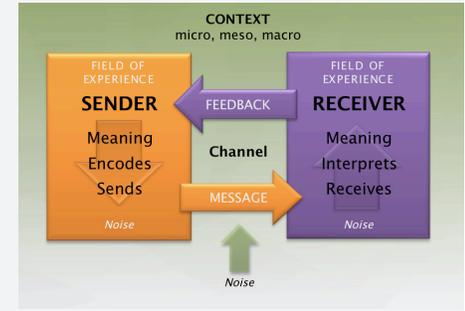
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WORKBOOK ACTIVITY

The Nature of Communication

Return to the various communication interactions that you described in Activity # 1.

- How much of your communication is linear, asynchronous or synchronous?
- Which of these forms of communication do you feel more or less comfortable or competent with? Use the information from the module to help you identify reasons for your conclusions.



With the following principles of communication in mind, reflect on your examples (or your communication from a broader perspective). What insights do these offer?

- intentional and nonintentional communication
- communication is always happening
- the meaning is not just in the words
- communication is not a solution to all problems

Now take a few moments to reflect on this section of module. What have you learned about communication processes in your nursing practice? Were there aspects of your communication that were affirmed by the discussion and workbook activities? Perhaps

you experienced an 'ah-ha' moment regarding a challenge or insight in your communication ?

Record your conclusions on the "Affirmations and Insights" page located towards the end of this Workbook. At the completion

of the module, you will have an opportunity to use the insights and affirmations gained in various learning activities, as part of your planning for future professional growth and development.

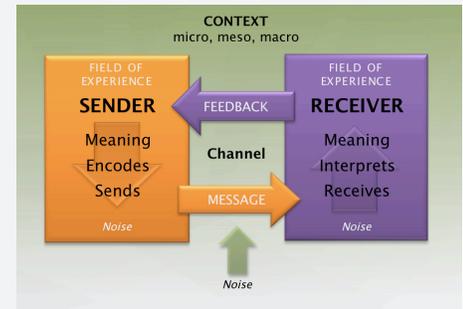
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WORKBOOK ACTIVITY

Communication Competence

Identify 2-3 different situations or contexts in which you communicate. Some examples might include providing information to others about a client's condition, expressing feelings, advocating for client care with other members of the health care team, giving 'handover report', communicating with families, or handling conflict. For each situation, consider your communication competence by reflecting on the following questions:

- Do you have a wide range of response styles or do you always respond the same way regardless of the situation?
- In the midst of a communication interaction, are you able to choose the most effective communication actions? Or do you find yourself wishing later you had spoken or responded differently?
- Are you skillful in carrying out the actions that you do choose?
- In what ways do you try to understand the other person's perspective?



Now take a few moments to reflect on this section of module and this activity. What have you learned about your communication processes? Were aspects of your communication affirmed by this discussion and workbook activity? Or perhaps you have experienced

some new insights regarding a situation-based challenge you experience in your communication in your nursing practice?

Record your conclusions on the "Affirmations and Insights" page located towards the end of this

Workbook. At the completion of the module, you will have an opportunity to use the insights and affirmations gained in various learning activities, as part of your planning for future professional growth and development.

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WORKBOOK ACTIVITY

Effective Communication: Self

Please reflect on and respond to the following questions. With each question, consider the influence of the self-related quality on the effectiveness of your communication.

Self-knowledge

- Is there a client group or an individual with whom your beliefs, values or life experience challenge your capacity to engage in conversation or to listen attentively? How does this influence the effectiveness of your communication?
- Have you ever noticed a time when the preconceptions or assumptions that you brought to an interaction impacted your communication? What was the influence of this on your communication interaction?

Authentic presence

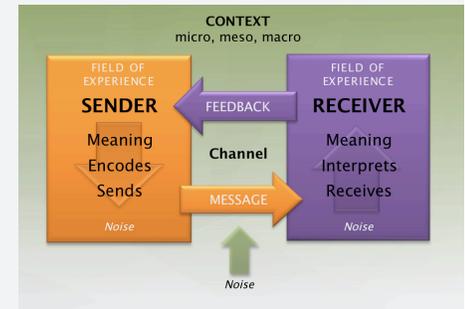
- What factors support or inhibit you in being an authentic presence in your communication interactions with client, families and colleagues?

Curiosity

- When you think about your communication interactions with family, clients or health care professionals, would you describe your 'usual' approach as one of curiosity and discovery or one in which you seek to confirm what you think is true?

Flexibility and intentionality

- What is your usual response when communication interactions take unexpected twists and turns? Do you push on with your original 'agenda' or are you able to adjust to the new information that is emerging?



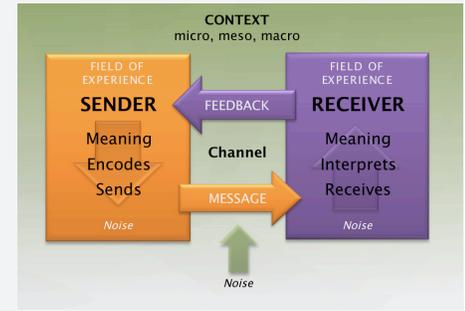
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WORKBOOK ACTIVITY

Key Elements of Effective Communication

Describe a situation when you felt you communicated effectively. This can be done in point form if you

wish, but be sure to include details – what you said, what you did and so on.



Describe a situation where you felt communication ‘fell apart’ or ‘fell short’ of what you were intending or wanting. Again, include details that provide a sense of the situation: what you said, what you did and so on.

Now, consider each of these situations in light of the key elements of communication that we have just discussed. Using the various aspects of these elements that were addressed in the module, consider how self, perceptions, language, nonverbal communication and listening influence the effectiveness of your communication in each of the situations.

Record your conclusions on the “Affirmations and Insights” page located towards the end of this Workbook. At the completion

of the module, you will have an opportunity to use the insights and affirmations gained in various learning activities, as part of your

planning for future professional growth and development.

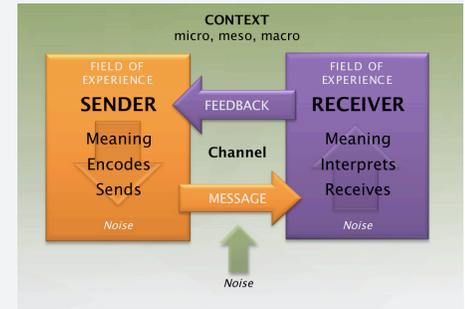
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WORKBOOK ACTIVITY

Contextual Influences in Effective Communication

Return to the examples of effective communication and ‘less than effective’ communication that you identified in Activity #6. Using the information presented in this section of the module, consider the influence of various levels of context on your

communication. In what ways did your relationship with the other individual, the nursing unit (culture, lines of communication) and the larger health care system influence the effectiveness of your communication in these situations?



Now take a few moments to reflect on this section of module and this Workbook Activity. What new insights have you gained related to

the influence of context on your communication processes? What aspects of your communication have been affirmed? Record your

conclusions on the “Affirmations and Insights” page located towards the end of this Workbook.

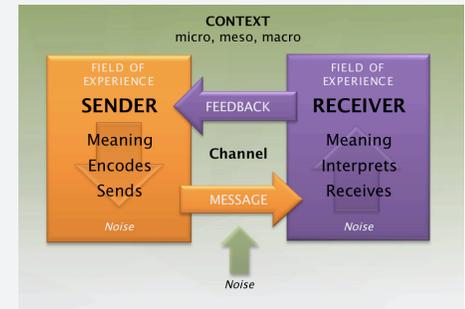
Inter-professional Communication

Choose a recent situation in your nursing practice in which you were required to communicate with a member of the health care team who was not a nurse. Now review this interaction with the following ideas in mind:

- How effectively do the key elements of effective communication (self, language, perception, nonverbal communication and listening)

support your communication in this interaction?

- In what ways, if any, did the culture of your health care team influence this communication interaction?
- Consider the exchange of information in this interaction. Was information relevant and presented in an organized manner? How did this influence the effectiveness of the communication?



Now take a few moments to reflect on the section of module addressing Handover report and Inter-professional communication. What aspects of your inter-professional

communication have been affirmed by this information? Have you recognized any areas of your communication that you would like to develop further? Record your

conclusions on the “Affirmations and Insights” page located towards the end of this Workbook.

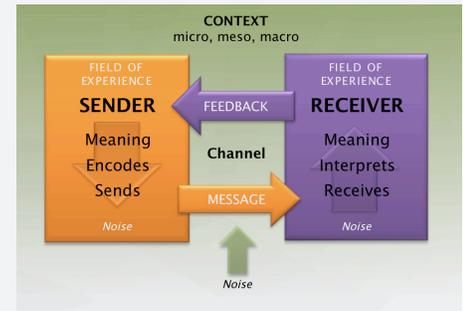
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WORKBOOK ACTIVITY

Documentation

Recall a time in your practice when documentation has been a barrier for you in the process of providing optimal nursing care. You may

find it helpful to note down details of the documentation and the surrounding situation.



Locate the following BCCNM publications related to documentation:

- BCCNM Practice Standard for Documentation:
https://www.bccnm.ca/RN/PracticeStandards/Lists/GeneralResources/RN_PS_Documentation.pdf
- BCCNM Practice Support Guidelines for Nursing Documentation:
RN: <https://www.bccnm.ca/RN/PracticeStandards/Pages/documentation.aspx>
NP: <https://www.bccnm.ca/NP/PracticeStandards/Pages/documentation.aspx>

Using the information and direction presented in these publications, as well as the discussion presented in this section, determine sources of concern in the documentation that contributed to your experience. For each source of concern, identify changes in the documentation that would have supported you in providing effective nursing care.

Now take a few moments to reflect on this section of the module and this Workbook Activity. What aspects of your documentation

and communication practice have been affirmed by this information? Have you recognized any areas that you would like to develop further?

Record your conclusions on the “Affirmations and Insights” page located towards the end of this Workbook.

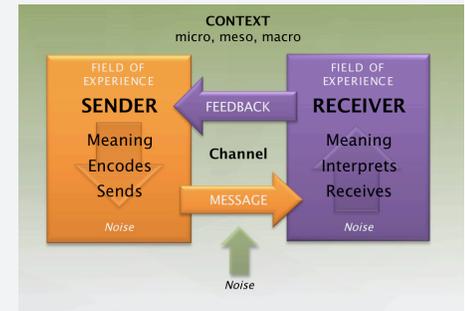
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WORKBOOK ACTIVITY

Giving and Receiving Feedback

Return to the notes you made during the previous Reflection Point in which you considered a positive experience of giving and receiving feedback. Compare your

thoughts to the ideas presented in this module and consider how your understanding might guide your future experiences of giving and receiving feedback.



Choose a situation from your nursing practice in which you had to provide feedback or will have to provide feedback in the near future. Locate the resources regarding Peer Feedback.

Using this information, as well as the discussion presented in this section of the module, plan out the key steps in providing feedback in your identified situation.

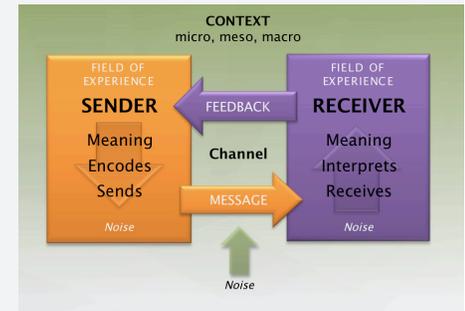
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WORKBOOK ACTIVITY

Communicating in Challenging Situations

Choose a challenging situation in which you had to communicate with another health care professional, client or family

member e.g. a conflict-based situation. Note down the key points of that communication interaction.



Using the information presented in the module, review the situation and identify your areas of strength and areas for development related to communicating in challenging situations.

Now take a few moments to reflect on this section of the module. What aspects of your communication practice have been affirmed by this

information? Have you recognized any areas of your communication that you would like to develop further? Record your conclusions

on the “Affirmations and Insights” page located towards the end of this Workbook.

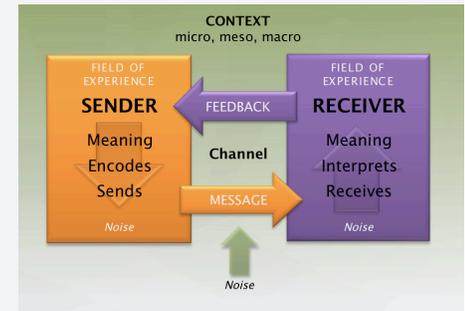
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WORKBOOK ACTIVITY

Communicating Difficult Messages

Choose a situation in your nursing practice in which you have had to share a difficult message with a client or family member (or a health care professional, if you wish). Take

some time to think about how this situation unfolded: what you said and did, how you felt, how effective you felt your communication was. Note down the key points.



Using the information provided in the module, identify your areas of strength and areas for development with respect to communicating difficult messages.

Record your conclusions on the “Affirmations and Insights” page located towards the end of this Workbook.

Communication in Nursing Practice: Planning for Professional Growth

This final learning activity will guide you in developing a plan for future development of your communication skills and processes. Please refer to the last two pages in the Workbook for a plan outline and plan example.

Begin by reviewing “Notes from Reflection Points” and “Affirmations and Insights” pages in this Workbook. These pages highlight conclusions you have formed about your communication as you worked through this module. Now its time to put those ideas to use! Take some time to read through these conclusions. First, notice and acknowledge your strengths. Then pay attention to the areas that you have identified as areas for development and growth. As you read these, notice which ones seem to resonate with you or feel most important to you. Use these conclusions to determine the goals

that will support ongoing growth of your communication skills and abilities.

Create three goals that reflect your focus for development in your communication. Write these in the appropriate place in “My plan for growth in communication”.

The next step is to develop an action plan to help you meet those goals. Begin by identifying resources that you could use to assist you in meeting your goals. If you are not aware of specific resources, then begin by listing the sources you will explore in order to learn what you can do to support your growth toward your goals.

Once you are familiar with the learning opportunities that are available to you, create an action plan that outlines specific strategies you will use, what resources you

need in order to implement these strategies (e.g. who do you need to talk to, learning materials you want to acquire, learning experiences you need to arrange etc) and, importantly, a target date for completion.

Not sure how to do identify goals and create an action plan? The planning for growth page has provided a brief example of this process (see last page of workbbok). As well, it is recommended that you use the BCCNM Quality Assurance resources to assist you help in this process.

Finally, add your plan to your Quality Assurance file or portfolio. And remember to update it once you have completed the actions!

Notes from Reflection Points



Affirmations and Insights

My plan for growth in communications

Goals

1.

2.

3.

Action plan

People or places that I can investigate for learning strategies to help me meet my goals for growth are:

1.

2.

3.

Specific strategies that will help me in meeting my goals are

STRATEGY	RESOURCES I NEED TO IMPLEMENT THIS STRATEGY	TARGET COMPLETION DATE	OTHER THOUGHTS

Reminder: Add your completed action plan to your Quality Assurance Portfolio.

My plan for growth in communications: example

Goals

1. *To become familiar with best practices related to electronic documentation*

2.

3.

Action plan

People or places that I can investigate for learning strategies to help me meet my goals for growth are:

1. *Talk to Clinical Nurse Educator and/or Nurse Leader on Nursing Unit for suggestions about learning resources*

2.

3.

Specific strategies that will help me in meeting my goals are

STRATEGY	RESOURCES I NEED TO IMPLEMENT THIS STRATEGY	TARGET COMPLETION DATE	OTHER THOUGHTS
Example: detailed plan 1. Review resources available in my nursing unit	1. None – just look on the shelves & on the Intranet at work!	1. During my next set of scheduled shifts	
2. Review BCCNM resources regarding electronic documentation.	2. Use work or home computer to do this. Web site URLs in Learning resource section of module	2. By end of this month	
		3. By end of next month.	Could ask the nurse educator at work – maybe she can help me with this?

Reminder: Add your completed action plan to your Quality Assurance Portfolio.