

Nurses, child, and family communication

Objective:

Identify nursing student importance and principle pf communication with children and their families

Applying different types of communication (verbal and non-verbal).

The nurse need to establish a rapport relationship with their patients. The communication is best method to establish such relationship and complete health history. Nurses use a variety of verbal techniques to encourage communication. Some of these techniques are based on questions. Others can be presented as word games, which are often well received by children. Using several nonverbal techniques to encourage communication especially for emotional responses.

The most widely used method of communicating with parents on a professional basis is the interview process. Developing interviewing skills requires time and practice, but following some guiding principles can facilitate this process.

Communicating with parents

nurses acquire information about the child by direct observation or through communication with the parents. Usually it can be assumed that because of the close contact with the child, the parent gives reliable information.

- Encouraging the Parents to Talk
- Directing the Focus
- Listening and Cultural Awareness
- Using Silence
- Being Empathic
- Providing Anticipatory Guidance
- Avoiding Blocks to Communication

Communicating with children

Play is a universal language of children. It is one of the most important forms of communication and can be an effective technique in relating to them. Pay attention to infants and younger children through play or by directing questions or remarks to them. Include older children as active participants, they can share their own experiences and perspectives. In communication with children of all ages, the nonverbal components of the communication process convey the most significant messages

Communicating With Children guideline

- . Allow children time to feel comfortable.
- . Avoid sudden or rapid advances, broad smiles, extended eye contact, or other gestures that may be seen as threatening.
- . Talk to the parent if child is initially shy.
- . Communicate through transition objects (such as dolls, puppets, and stuffed animals) before questioning a young child directly.
- . Give older children the opportunity to talk without the parents present.
- . Assume a position that is at the same level as the child.
- . Speak in a quiet, unhurried, and confident voice.
- . Speak clearly, be specific, and use simple words and short sentences.
- . State directions and suggestions positively.
- . Offer a choice only when one exists.
- . Be honest with children.
- . Allow children to express their concerns and fears.
- . Use a variety of communication techniques.

Communication techniques

Nurses use a variety of verbal techniques to encourage communication. Some of these techniques are questions. Others can be presented as word games, which are often well received by children, use several nonverbal techniques to encourage communication. Any of the verbal or nonverbal techniques can give rise to strong feelings that surface

unexpectedly.

Verbal communication:

- I message
- Third person technique
- Facilitative response
- Storytelling
- Mutual storytelling
- Bibliography
- Dreams
- Three wishes
- What if question
- Rating games
- Pros and con
- Words associated game

Nonverbal communication

- Writing
- Drawing
- Magic
- Play

References

Hockenberry M J, Wilson D, Rodgers C. (2021). WONG'S Nursing Care of Infants and Children. 11th edition. Elsevier. Canada