



# Communication Skills in Nursing Module

---

**Bachelor of Sciences (Honours) in Nursing Degree**  
**Department of Nursing and Midwifery**  
**Faculty of Allied Health Sciences**  
**University of Sri Jayewardenepura**

---

# **Communication Skills in Nursing Module**

Published by  
Department of Nursing and Midwifery  
2021

# **Module Development Committee**

Mrs. T.L.C. Lasanthika

Dr. S.M.K.S.Seneviratne

Dr. R.M.T.B. Abeyratne

Dr. M.K.D.L. Meegoda

Dr. I.M.P.S. Ilankoon

# **Communication Skills in Nursing Module**

## **Introduction**

This subject focuses on therapeutic relationships and humanistic skills, which are essential for professional nursing practice. Study of nurse-client therapeutic relationships and communication skills are core components of sound relationships, collaboration and co-operation within a multi-disciplinary team, which in turn are essential aspects of professional practice. The subject will allow students to learn both theory and skill practice relevant to significance of communication skills in nursing practice, conceptual components of the nurse-client therapeutic relationships and numerous communication skills essential for professional nursing practice.

# Communication Skills in Nursing Module

No of credits: 02

Placement: 4-6 (2<sup>nd</sup> year)

Prerequisites: None

Teaching Unit: Department of Nursing and Midwifery

Subject	Lecture/ Tutorial Hrs	Lec. credits	Lab Hrs	Lab. credits	Practice Hrs	Prac. credits	Total Hrs	Total credits
Communication Skills in Nursing	22.5	1.5	15	0.5	-	-	37.5	2

## Course learning outcomes:

At the end of this course, students will be able to:

1. recognize the significance of communication skills in nursing practice;
2. identify conceptual components of the nurse-client therapeutic relationships;
3. differentiate the use of self in the therapeutic relationships from that in the social relationships;
4. define each of selected communication skills essential for professional nursing practice;
5. demonstrate potential for effective use of selected communication skills in interaction with others.

## Main content areas:

	Main content areas:	Lecture/Discussion/Tutorial/Practical (Hours)
1.	Empathy	05
2.	Coaching	03
3.	Refusing unreasonable requests	03
4.	Conflict resolution	05
5.	Counseling	05
6.	Group and team	03
7.	Negotiation	05
8.	Empowering	08

## 1. Empathy

Intermediate objectives	Broad Content Area	Activity	Duration
To define the term “Empathy”	Definition of the terms – Empathy, Sympathy, Clinical empathy.	Lecture and presentation / Videotape	01
To describe the differences between empathy and sympathy	Three types of Empathy- Cognitive, Emotional and Compassionate.		
To describe the guidelines for conveying empathy	Guidelines for conveying Empathy and Empathetic listening.		
To describe how to overcoming the blocks to empathy	Terms that concur with Empathy – Active listening, attending, emotional validation	Practical (Role play)	04
To describe the benefits and demonstrate the use of empathy in nursing practice			

## 2. Coaching

Intermediate objectives	Broad Content Area	Activity	Duration
To define the term “Coaching”	Definition of Coaching.	Lecture and presentation/ Videotape	01
To describe the guidelines for coaching	Differentiate Coaching and Mentoring.		
To demonstrate how to use of coaching in nursing practice	Four areas of Coaching - Peer coaching Health coaching Interprofessional coaching Succession planning	Practical (Role play)	02
	Coaching skills and components of quality conversation.		
	Use of Emotional intelligence in coaching.		
	Giving and receiving constructive feedback.		

### 3. Refusing unreasonable requests

Intermediate objectives	Broad Content Area	Activity	Duration
To define the term “refusing unreasonable requests”	Assertiveness and Assertiveness model	Lecture and presentation/ Videotape	01
To demonstrate the assertive and non – assertive refusals	Techniques of expressing Assertiveness		
To describe the nurse’s right to refuse unreasonable request in nursing practice	Techniques of expressing opinions and requesting support – agreement, disagreement, partial agreement	Practical (Role play)	02
To describe the strategies for refusing unreasonable requests	Use of Assertiveness in Nursing practice		

### 4. Conflict resolution

Intermediate objectives	Broad Content Area	Activity	Duration
To define the terms “Conflict and conflict resolution”	Types and causes of conflicts in nursing or in health care environment.	Lecture and presentation/ Videotape	01
To describe the approaches to conflict resolution	Conflict resolution process and conflict resolution styles.		
To describe the guidelines for effective conflict resolution	Effects and outcomes of conflicts.	Practical (Role play)	04
To demonstrate the use of conflict resolution in nursing practice	Major types or approaches of conflict resolution strategies. <ul style="list-style-type: none"> <li>• win-win approach</li> <li>• win-lose approach</li> <li>• lose-win approach</li> <li>• lose-lose approach</li> </ul> <p>Key conflict resolution skills and practice steps of Interpersonal conflict resolution.</p>		

## 5. Counseling

Intermediate objectives	Broad Content Area	Activity	Duration
To define the term "Counseling"	Counseling and counseling process.	Lecture and presentation	01
To describe the counseling process	Characteristics of a good counselor.		
To describe the characteristics of good counselor	Basic counseling skills.		
To describe the counseling interventions	Use of counseling skills in nursing practice.	Practical (Role play)	04
To demonstrate the use of counseling in nursing practice			

## 6. Group and team

Intermediate objectives	Broad Content Area	Activity	Duration
To define the terms "Group and team"	Overview of team building and group process	Lecture and presentation	01
To describe the overview of team building and group process	Characteristics of an effective team		
To describe the characteristics of effective team	Team work skills		
To identify the obstacles to effective team	Stages of team building		
To describe the strategies for overcoming the obstacles	Uses of team building and group process in nursing practice	Practical (Activities of team building)	02
To demonstrate the uses of team building and group process in nursing practice			

## 7. Negotiation

Intermediate objectives	Broad Content Area	Activity	Duration
To define the term “Negotiation”	Negotiation and process of Negotiation Styles of Negotiation	Lecture and presentation	01
To describe the negotiation process			
To describe the guidelines for effective negotiation	Guidelines for effective negotiation	Practical (Role play)	04
To demonstrate the use of negotiation in nursing practice	Use of negotiation skills in nursing practice		

## 8. Empowering

Intermediate objectives	Broad Content Area	Activity	Duration
To define the term “Empowering”	Empowering and guidelines for effective empowering. Use of empowering in nursing practice	Lecture and presentation	01
To describe the guidelines for effective empowering			
To demonstrate the use of empowering in nursing practice	-Empowering as an effective interviewing skill. -Importance of empowering in Breaking bad news. - Public speaking as an effective tool of empowering people.	Practical (Role play)	07

**Teaching- Learning activities:** Lecture, Small group discussion, Role play, Presentation  
**Teaching media:** Videotape, Handouts

### **Assessment**

<b>CA I</b>	- Reflective portfolio	20%
<b>Part II Examination</b>	- OSPE	80% (OSPE - 06 stations/ 05 minutes each)

### **Recommended readings**

1. Arnole, E., & Boggs, K.U. (1999). Interpersonal relationships: Professional communication skills for nurse (3<sup>rd</sup> ed.). Philadelphia: W.B. Saunders.
2. Burnard, P. (1995). Learning human skills: A guide for nurse (3<sup>rd</sup> ed.). Oxford: Butterworth-Heinemann.
3. Riley, J.B. (2000). Communication in nursing (latest edition) St. Louis: Mosby.
4. Robbins, S.P., & Hunsaker, P.L. (latest edition) Training in interpersonal skills: Tips for managing people at work (2<sup>nd</sup> ed.). Upper Saddle River, NJ: Prentice-Hall.
5. Sundeen, S.J., Stuart, G.W., Rankin, E.A.D., & Cohen, S.A. (1998). Nurse-client interaction: Implementing the nursing process (latest edition) St. Louis: Mosby.

## **Annexure – Activities in brief**

### **Role Play – Case Scenario**

#### **Coaching**

A patient having diabetes mellitus for ten years attend to the primary health care center to meet diabetic nurse for her monthly follow up. Patient is so worrying about her disease, her obesity and family issues. She is the breadwinner of her family and has two children who are schooling. She has no proper plan on how to manage her disease and daily life. How do you help this patient to have a proper plan as a nurse using your coaching skills?

#### **Making a professional telephone call**

Make a telephone call to President, Graduate Nurses' Foundation to get information regarding registration for a 'First aid' course which is conducted by Graduate Nurses' Foundation. Indicate that you are a second-year nursing student and you are interested in participation of the course.

#### **Breaking Bad News**

Mrs. Mala, a 35-year-old lady has undergone a pap smear test and results indicate malignant changes (Cancer cells) of her cervical epithelium. Doctor has prescribed her to receive chemotherapy soon. You are the nursing officer of the clinic to break the bad news for Mrs. Mala.

#### **Showing assertiveness and expressing opinion**

You are invited to be the president of your nurses' society this year, but you have been in same position and hold responsibility last year as well. This year, you no longer wish to accept it. How do you respond this in assertive way?

#### **Interviewing skills (Motivational interviewing)**

Mr. Sunil is a patient with Bronchial asthma was asked to stop smoking. You are the nurse looking after him and he needs to talk with you regarding his difficulties in stopping smoking. Encourage Mr. Sunil to stop smoking using your interviewing skills.