

Week 3 Discussion:

- **Building self-awareness of our verbal and non-verbal communication allows us to grow in our communication skills. What resources do you use to improve your awareness of your communication skills in the professional setting?**
- **Interprofessional collaboration to improve patient outcomes depends on our professional communication skills. What are the most effective communication skills that nurses bring to collaborative interactions? Why are those so important in your own practice?**

Answer:

I have noticed in my professional career that non-verbal skills tend to be more impactful to the patient. When interacting with the patient, we have stepped into their room, their personal space, we need to show respect of that. Keeping eye contact, actively listening, body language, and not acting like I am in a hurry to get out all show the patient that I am there for them. Masters (2020) states that the respect level between the healthcare professional and the patient has a direct correlation to the patient's outcomes.

Rasha (2021) did a study on novice nurses and their communication skills with a patient undergoing a psychosis aggression. The study showed that the nurses had little to no experience with emotional regulation in nursing school to utilize in their professional career. Rasha (2021) states that a major component of emotional regulation is expressive suppression. Expressive suppression is the way in which an individual reacts emotionally to a situation. While nurses are expected (and encouraged) to remain calm during any situation either provoked by the patient or