

Are you a good communicator

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" Effective listening skills are an asset in our professional and personal relationships. " " The good news is that with the right know how and a little practice, these skills can be developed. " By Marian K, 2011. "

Communication combines both speaking and listening, and there is no point of one without the other. If you only send out clear messages, but fail to receive and comprehend them, and then you failed to communicate effectively.

For good communication, you need both good speaking and effective listening skill". For example " effective listening strategies involve putting in place a number of practice's to start an effort to block out distractions and focusing on what the speaker is saying. Also effective listening consist of understanding and correctly interpreting body language which is important because the message can only be interpreted correctly when it is received along with the body language in person. In order to developed effective listening skills, a person must put the above mentioned points into practice.

One can play out effective listening activities, such as role plays", with a friend to help you practice effective listening. Quality interpersonal relationships are important in thehealthcare industry because effective communication in health care is crucial for health care professionals. According to Joey Papa contributor, " interpersonal communication must be clear, thorough and comprehensive. The health care industry survived on collaborate communication efforts between doctors, nurses, specialists, insurance companies and many other individuals. " Interpersonal communication is the glued that holds industry together. " " It provides a safeguard of customer satisfaction and can prevent a medical mistake with

huge repercussions. " In fact " communication is an essential key ingredient in today's medical field, as numerous professionals and patients strive to build a trusting and open relationship with each other". " The main purpose is for one to build the kind of relationship that result in improved patient care and outcomes. Therefore listening and empathizing response skills, enables us to respond to patients and others in a caring and respectful manner".

Defensive relationships is " defined as that behavior which occurs when an individual perceives threat or anticipates threat in the group". " Defense arousal prevents the listener from concentrating upon the message, not only do defensive communicators send off multiple value, motive and affect cues, but also defensive recipients distort what they receive". " As a person becomes more and more defensive, he or she becomes less able to receive the motives and values and emotions of the sender".

For example A rudedoctor directly challenge a nurse question idea's or knowledge in public while devaluing the nurse's knowledge. Supportive communication is when communication emphasizes a problem or a situation and its potential solution or possible changes, in instead of focusing on the other person involved and their personal traits or characteristic's, by taking that approach, the communication can be more effective because the other person doesn't feel as defensive. Supportive communication is better to use in the health care field because it requires a non-judgmental attitude.

The person your speaking with should know she can express her feelings without fear of condemnation or retaliation, also its good for health care because its practice's empathy, so the person you are talking to understands what are situations is and what he or she is going through and when a <https://assignbuster.com/are-you-a-good-communicator/>

patient becomes more friendly and warm to trust enough to talk to. Assertive communication is a form of behavior characterized by a confident declaration or affirmation of statement without need of proof, this affirms the person's rights or points of view without either aggressively threatening the rights of another.

Assertive style is most likely appropriate in health care because it helps professionals feel good about themselves and others, and leads to the development of respect with others while increasing self-esteem. Using assertive communication in the work environment helps reduce stress on others and it protects patients from being taken advantage of by nurses or doctors along with reducing anxiety. We all use assertive communication behavior at times, yet being trained in assertive communication increases appropriate behavior towards others.

Reference

1. [www. buzzle. com](http://www.buzzle.com)
2. [www. healthy. net](http://www.healthy.net)