

Different communication theories essay sample

[Sociology](#), [Communication](#)



This assignment will cover different communication theories and how they are relevant and the skills that are used in health and social care organization. These theories are humanistic, behaviorist, cognitive development and psychoanalytic. Humanistic theory is set to understand human nature and condition, this theory is applied in counseling individual. Behaviourist theory, cognitive and psychoanalytic can be used by health practitioners when communicating with service users or patients.

Communication is a transactional process in health and social care settings. Also, it helps to improve the health of service users. It is an exchange of messages between sender and receiver where each take turns to send or receive messages. (www. businessstopia. net). Communication skills such as verbal, written, eye contact, active listening, facial expression, body movement, and posture can be used in health and social care setting as well as the communication theories.

Both Carl Rogers and Abraham Maslow believes personal growth and fulfillment is an individual motive. Humanistic theory is a theory of personality and how is developed in people, humanistic theorists say that individual has free will and we can actively develop ourselves to highest potential and reach self-actualization. He reckons humans are unique and should be treated as individual because they have a different personality, they should be treated with respect, value and dignity regardless of age, race, nature of illness or disabilities even if they lack mental capacity. The theory states that we don't have to understand patients but we should accept them for who they are, not being judgmental because there is a reason behind their behavior.

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Abraham Maslow formed hierarchy of needs which is in pyramids. He says our psychological needs must be fulfilled from the bottom, we can work our way to the top of safety/ self-esteem and self-actualization which is ideal self. This play plays an important role in human motivation. The humanistic approach is used for counseling, the cores conditions are active listening, unconditional positive regard, and empathy.

It is worthwhile to develop an emphatic understanding of the person you are talking to. Roger states " that empathy is understanding personality dynamic and effective changing in personal behavior is the most delicate stools when dealing with clients". You should put yourself in their shoes and see the words from their perspective. We should not assume that clients with same problems should be treated the same but is best for them to be treated as individuals. This theory allows health practitioners to demonstrate non-judgmental behavior towards the patients and this allows clients to develop a trustworthy relationship with a counsellor because he is empathetic.

In addition, active listening is very important when dealing with clients, it is an active way of being helpful. Interacting with patients and the most effective listening is when you maintain eye contact not interrupting when the speaker is speaking and paying full attention. This help to get the feelings and emotion behind the words, giving best response was to reflect this feeling to clients. paraphrasing is another skills when summarising what the clients have said. Reflective listening helps therapists to reflect on individuals emotion and clarify they understand their feelings.

Roger1961 Is a good listener he always wants the clients to express their feelings, opinion because humans are relevant. Humanistic encourages patients -centered approach to individual and add more to our understanding of human motivation and emotion. When counseling a vulnerable people, you don't want to be judgmental. Unconditional positive regard has to demonstrate because it helps service users to feel comfortable disclosing their problems to the listener. Humanistic theory looks into all aspects of individual's life, previous life experiences and all his physical, intellectual, emotional and social problems. Therefore therapist uses Maslow's hierarchy of needs when counseling clients.

Behaviorist theory