

Developing effective communication

[Technology](#), [Development](#)



Explain how the communication cycle may be used to communicate difficult, complex and sensitive issues. The communication cycle can also be used to communicate in complex, sensitive and difficult situations. Because if you were to take time out to use it appropriately and fully comprehend how the cycle works, it could be useful when trying to resolve conflicts or when trying to get a very important message across. If you have no idea how to get your point of view across to other individuals, it can cause problems which may lead to barriers being created.

Difficult patients who have a visually and hearing impaired problem, can be used as an example of difficult issues. Someone who is experiencing these kind of problems find it difficult to interact with anyone around them, the communication cycle could come into this as it shows ways of communicating effectively. For example, using the case study in the assignment brief, if a nurse was to try to communicate with a patient who is having problems with their sight and hearing, the nurse could use the communication cycle to communicate effectively.

While speaking verbally, the nurse would have to make sure he/she that they speak really loudly and clearly or if he/she was trying to communicate using visual communication such as leaflets or pictures as well as speaking, she/he would have to hold the picture close to the patient so they could see what she was talking about or make sure that the patient was using glasses or something. This means that the patient could see the picture as well as hear what the nurse was saying, which makes him/her feel more confident in feeding back what they understood.

Which means that both of them understand the situation, as well understand what the other person is saying and can interact with one another even in a difficult situation. (B. Stretch, M. Whitehorse, 2007) Sensitive Individuals within the health and social care sector have already been trained to deal with sensitive issues, normally by using the communication cycle. As part of their training, they have been taught how to handle patients in sensitive situations.

For example, using the case study in the assignment brief, if a patient was to pass away within the hospital, it would be the nurse's responsibility to let someone who was lose to the patient know, such as a family member, close friend or next of kin. So when communicating with the family member, he/she would use the communication cycle to show empathy as well as sympathy and also giving them details on where to get help from, if they needed it. They would also give out advice on how to handle grief.

In order for the person to fully understand the message being sent from the nurse, the nurse would have to use a variety of skills such as prompts and reflective listening in order for them to get their message across.. (B. Stretch, M. Whitehorse, Complex Complex issues tend to be situations where the patient is feeling down or depressed, or maybe angry, frustrated or stressed and the care would try and assist these issues by using the communication cycle to help the person feel better mentally..

For example, using the case study in the assignment brief, if there was a patient within the hospital who was feeling in some way depressed, the nurse would use all sorts of techniques, such as the communication cycle, to

make this person feel better. They could try and interact with the patient by talking about happy, joyful, positive things, ND then sending these ideas to the patients. They could also try asking open questions, listening to their problems, putting what the patient has to say into our own words and also by using non-verbal communication, such as body language, eye contact and facial expressions.

After finishing the conversation, the nurse could then say everything back to them, to check that they have understood what they were talking about. This would then help the patient to feel more confident and this will help to communicate with the patient properly and it'll also help them feel better. (B. Trench, M. Whitehorse, 2007) Conclusion I am now going to talk about the communication cycle, referring it to the case study in the assignment brief. Using the case study, the communication cycle would be very difficult to go through because of the language barriers and the cultural barriers of different facial expressions and gestures.

Since the staff and everyone around me do not speak the same language as I do, I would have to rely heavily on a bilingual dictionary and using a notepad and paper to be able to write words down, as I may have difficulty pronouncing the words properly. Picture cards may be necessary, of common pieces of equipment and the main objects used around the hospital, so the staff have an idea of what message I am trying to get across to them and make sure that the right equipment is identified. The communication cycle would still work but it would be much more difficult because of the language and cultural barriers.

I might have to translate quite complex ideas and questions into a very simple basic language, to allow me to translate the message into the staffs language. This would mean extra effort in coding and sending the message. When sending the message I would be using visual and oral communication, to try and make my message clear. The staff receiving the message might find it difficult decoding the message, because the language is very basic and some of the words that I use, might have other meaning that I wasn't aware of.

If the staff wanted to clarify the message as part of their understanding of the message, I might find it difficult to understand their questions if they spoke quickly, using complex language or slang that I don't understand. There is also the temptation to think that when a person uses very basic information that I was passing on. The lack of non-verbal communication, particularly difficult facial expressions and gestures would make it difficult to check each others understanding of the message.

If something was a situation where something could go wrong, it would be essential to have an interpreter that could speak both languages fluently, to make sure that the information was fully conveyed properly and that no little detail was left out. Another issue is that each profession has its own technical language and acronyms which would probably not be found in a general bilingual dictionary, which would add to the problems of communicating.