

# Communication style assignment



Now I will go over the scenarios from Checkpoint 8-4 and my own personal experience at work. Scenario number one, is about Robin, a psychiatric nurse that expressed aggressive communication. That led to Rasher to respond passive, by planning to be passive-aggressive with Robin in the future when he would have an opportunity. Robin way of speaking to Rasher in a firm and raised voice, only made Rasher feel hurt, angry and revengeful toward Robin. The fact that Rasher needed his job kept him quiet but did not stop him from talking of revenge towards the future with Robin.

This type of passive communication does not solve and problems are not solved. It might even become less cooperative during work. Rasher even stated that maybe he would not do anything unless he told to do so. Which in return can only mean that the nurse will end of doing more work unless he asked for help that he needs. Scenario number two, Pamela a school nurse was using unassertive communication. When in doubt about anything communication is the best way to clear up anything.

By taking matters into her own hands know she created double the work and in return increased her stress by retesting everyone. A unassertive person when try to delegate end up doing more work. By not approaching Bridget regarding her concerns, she became a passive person and did not say anything due to the concern of displeasing others. Unassertive behavior can also cause, anger, confusion and irritation to others. Nurses can sometime feel overworked because they are passive and accommodates others and in return have a poor functioning team.

Scenario Number three, Rosa was a manager of the ambulatory care surgical center that was using assertive communication. Mabel one of the surgical technicians used aggressive communication with Rosa. Rosa was very forward about wanted to work together as a team to solve problems for the best quality care for the patient. Rosa used aggressive communication when she told Mabel that she was the granddaughter of the chairmen of the board and would get her head served in a platter. Mabel expressive words only showed that she had anger, annoyed, stressed, angry and Impatient.

Knowing how to express your needs In a positive manner can help relate and resolve any problem that arises. Using assertive communication Is a good way to be confident, addresses problem without belittling oneself and other staff members. Improving the way we express ourselves can have a positive effect and outcome at work with better harmony. My Scenario, took place around 8 years ago when I started working a unit called " 1202", surgical and nonsensical unit. SIX trauma beds and SIX Montauk beds.

We all worked pretty much In a team. Took report on all patients In order to know what was going on Walt every patient In case anyone anemia Nell or anyone AT us took a Dread or lunch break. We also rotated being charge nurse. And like always had to divide that patients according to severity and try to balance out the possible admits. Being in charge meant that we were in indirect way responsible for the patients and would be he last one to get the admit in case we had to Jump in and lend a helping hand.

It was finally my turn to be in charge and of course that typical older nurse with more years always accompanied about having to many hard patients

and need to trade off one of his patients and when it came to his admit asked if I could take it and he would take the next one. I found myself being unassertive and took the admit in order to keep peace and not hear him nagging all night. To make the story short the following patient he took but was taken to the operating room, two patients got discharged and only left him with two stable patients. While I was still in charge, ended up with six patients and no discharges.

And still responsible for overseeing everyone else's job. At the end of the day I was tired, mad and overwhelmed. All this gave great experiences to be more assertive in a positive way, explain my rationale for how I divided the assignment and offered as much help as needed in order to work as a team for the best patient care. Effective communication is very important not only for the staff members but also with the patient and family member in order to achieve a positive outcome for the patient and for a positive work environment with stress free workplace.