CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Building Professional
Nursing Communication

Establishing and building effective relationships are essential skills for safe nursing practice. *Building Professional Nursing Communication* guides students through the concepts integral to successful communication for nurses.

Each chapter addresses communication theory and clearly demonstrates how it can be applied both to university studies and to professional nursing practice. Learning is extended further through case studies, practical scenarios and student learning activities. The book also addresses recent developments in online learning, covering information literacy, digital learning and consultation, as well as emerging forms of digital communication such as e-portfolios, blogs and new media.

This book brings together authors from nursing and communication backgrounds, combining extensive research and practical experience in both fields. This diverse team mirrors the interdisciplinary nature of the nursing role in the contemporary healthcare sector.

A companion website contains links to video and audio resources, and provides learning activities to connect these to the book's content. These resources can be accessed at www.cambridge.edu.au/academic/nursingcommunication.

Building Professional Nursing Communication is an essential resource for nursing students throughout their entire degree.

Jill Lawrence is Professor of Communication and Associate Dean (Students) in the Faculty of Business, Education, Law and Arts at the University of Southern Queensland.

Cheryl Perrin is Associate Professor in the School of Nursing and Midwifery at the University of Southern Queensland.

Eleanor Kiernan is Lecturer, Communication, in the Faculty of Business, Education, Law and Arts at the University of Southern Queensland.

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Building Professional Nursing Communication

Edited by
Jill Lawrence *Cheryl Perrin* *Eleanor Kiernan*

CAMBRIDGE UNIVERSITY PRESS

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

CAMBRIDGE
UNIVERSITY PRESS

477 Williamstown Road, Port Melbourne, VIC 3207, Australia

Cambridge University Press is part of the University of Cambridge.

It furthers the University's mission by disseminating knowledge in the pursuit of education, learning and research at the highest international levels of excellence.

www.cambridge.org
Information on this title: www.cambridge.org/9781107470460

© Cambridge University Press 2015

This publication is copyright. Subject to statutory exception and to the provisions of relevant collective licensing agreements, no reproduction of any part may take place without the written permission of Cambridge University Press.

First published 2015

Cover designed by Eggplant Communications
Typeset by Aptara Corp.
Printed in China by C & C Offset Printing Co. Ltd.

A catalogue record for this publication is available from the British Library

A Cataloguing-in-Publication entry is available from the catalogue of the National Library of Australia at www.nla.gov.au

ISBN 978-1-107-47046-0 Paperback

Additional resources for this publication at
www.cambridge.edu.au/academic/nursingcommunication

Reproduction and communication for educational purposes
The Australian *Copyright Act 1968* (the Act) allows a maximum of one chapter or 10% of the pages of this work, whichever is the greater, to be reproduced and/or communicated by any educational institution for its educational purposes provided that the educational institution (or the body that administers it) has given a remuneration notice to Copyright Agency Limited (CAL) under the Act.

For details of the CAL licence for educational institutions contact:

Copyright Agency Limited
Level 15, 233 Castlereagh Street
Sydney NSW 2000
Telephone: (02) 9394 7600
Facsimile: (02) 9394 7601
E-mail: info@copyright.com.au

Cambridge University Press has no responsibility for the persistence or accuracy of URLs for external or third-party internet websites referred to in this publication and does not guarantee that any content on such websites is, or will remain, accurate or appropriate.

Every effort has been made in preparing this book to provide accurate and up-to-date information that is in accord with accepted standards and practice at the time of publication. Although case histories are drawn from actual cases, every effort has been made to disguise the identities of the individuals involved. Nevertheless, the authors, editors and publishers can make no warranties that the information contained herein is totally free from error, not least because clinical standards are constantly changing through research and regulation. The authors, editors and publishers therefore disclaim all liability for direct or consequential damages resulting from the use of material contained in this book. Readers are strongly advised to pay careful attention to information provided by the manufacturer of any drugs or equipment that they plan to use.

Permission: Kossen, Kiernan & Lawrence 2011 text and artwork in Chapters 3, 4 and 5 reproduced with permission from Chris Kossen, Eleanor Kiernan and Jill Lawrence, *Communicating for Success* © 2014 Pearson Australia. Figure 8.1 © shutterstock.com / snapgalleria.

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Foreword

The first female Prime Minister of Australia, Julia Gillard, recognised the value of nurses, whom she described as the 'backbone' of the health system. I agree with her profoundly. My experiences as a nurse, as a nurse teacher and researcher, and indeed as a patient and as a family member of a patient, have all demonstrated the centrality of nurses as the accessible communicator.

Nurses 'make sense' of the health system and indeed of healthcare; patients and families look to nurses to tell them what's happening, in everyday language they can understand. Nurses are also at the centre of the healthcare team, and spend much of their time ensuring that other health professionals are up to date with what's happening for their patients.

At the heart of nursing, then, is the capacity to make connections: to communicate clearly, deeply and meaningfully. It is also the capacity to communicate accurately, succinctly and effectively with other members of the health team. It's the ability to write and keep accurate records. And finally it's the capacity to advocate for and on behalf of patients and their families, and to ensure adequate resourcing is made available.

Communication might seem a natural skill, but there is plenty of evidence to suggest that it's not inborn for many health workers. Communication can and must be taught; yet it's challenging to do so. Not least because everyone assumes they can communicate and may not realise their challenges in this space!

That's where this visionary Australian text, designed specifically for nurses, will make a significant impact. This text recognises the extent and variety of communication skills required each and every day by nurses; and responds by providing nurses with the essential knowledge they will need to be effective communicators. A variety of nursing authors, together with communications experts, have written accessible and contemporary chapters that explore the key areas of communication practice for nurses.

I commend the editors and authors of this work for their vision, expertise and passion to share their knowledge with nurses and nursing students. I commend this book to all nursing students, nurses and indeed all health professionals.

Cath Rogers
Head of School of Nursing
University of Southern Queensland

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Foreword

Paradigms of nursing are many and varied, and differ greatly across the world. This fact is never more important then when considering communication in the context of professional care. This important text acknowledges the skill of communication as pivotal to the role of the nurse. Paradigms of nursing have shifted over time, and with increased autonomy and, more recently, assumed leadership of the multi-disciplinary team, communication has never been more important.

For many decades student nurses were taught only what they needed to know in order to carry out their role; higher level problem-solving skills being associated with others educated to a different blueprint. This, of course, relates to the previously mentioned paradigms of nursing or particular world-views. Over recent decades two different views have been recognised. The first of these sees nursing as a collection of procedures, requiring some skill but being initiated and directed predominantly by doctors, while the second views nursing as a particular kind of interpersonal interaction that has specific goals determined by the nurse, and uses clinical judgement based upon specific nursing knowledge. Communication is pivotal to the second conceptualisation and is therefore an important facet of nurse education.

If nurses are to belong to, and lead, multi-disciplinary teams they must be comfortable acting as the integrating force between professionals and families. Communication skills must be developed to a high level to allow this to happen and this book facilitates that development. Communication theory is explicitly addressed and repeatedly applied to the clinical situation allowing students to explicate their experiences and continually develop their practice.

This book will complement pre-registration studies in Australia and beyond, and be a useful reflective companion for the registered nurse for many years to come. I commend the editors and authors for their authentic approach and encourage nurses everywhere to embrace and apply the content of this very important text.

Lyn Karstadt
Executive Dean (Health, Engineering and Sciences)
University of Southern Queensland

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Contents

Foreword by Cath Rogers v
Foreword by Lyn Karstadt vi

1 Communication in context: Developing a professional identity 1
Nicholas Ralph
Introduction 1
Developing a professional identity 2
The roles of the nursing student and the healthcare professional 7
Person-centredness 8
Pathways to professional practice 11
Summary 16
Discussion and critical thinking questions 16
References 17

2 Communication theory and its applications in nursing and healthcare 20
Eleanor Kiernan
Introduction 20
Rationale for the development of theory 21
Communication theory 22
Communication models 22
People's unique world-views: Perception 25
Communication barriers 27
Intrapersonal/psychological barriers 28
Interpersonal barriers 32
Semantic barriers 38
Physical/external barriers 41
Strategies to overcome physical barriers 42
Summary 43
Discussion and critical thinking questions 44
Further reading 44
References 45

3 Building lifelong learning capacities and resilience in changing academic and healthcare contexts 48
Jill Lawrence
Introduction 49
Understanding who you are and what you bring to higher education 49

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Understanding the new higher education context ... 52
Conceptualising transition ... 55
Summary ... 68
Discussion and critical thinking questions ... 68
Further reading ... 69
References ... 69

4 Communicating in academic and clinical contexts 70
Steve Parker and Jill Lawrence
Introduction ... 70
Writing academically ... 71
Academic literacy and its structural elements ... 73
A writing strategy ... 74
Editing your academic writing ... 88
Writing in clinical contexts ... 91
Oral communication ... 94
Oral communication in the clinical context ... 98
Summary ... 100
Discussion and critical thinking questions ... 101
Further reading ... 101
References ... 102

5 Building transcultural skills for professional contexts 103
Coralie Graham and Jill Lawrence
Introduction ... 103
Defining culture ... 104
Cultural difference ... 106
Healthcare culture ... 110
The impact of spiritual beliefs on medical decision-making ... 116
Developing cross-cultural practices ... 121
Tips for working with interpreters ... 124
Summary ... 125
Discussion and critical thinking questions ... 126
Further reading ... 127
References ... 127

6 Developing interpersonal capabilities for healthcare professionals 130
Julie Martyn and Eleanor Kiernan
Introduction ... 131
Nursing standards in global and local contexts ... 131
Interpersonal communication in healthcare settings ... 133
Building self-awareness and self-concept ... 134
Self-efficacy and assertiveness ... 136

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Non-verbal communication ... 137
The relationship between verbal and non-verbal communication ... 141
Aggression in the workplace ... 143
Workplace bullying ... 144
Summary ... 151
Discussion and critical thinking questions ... 152
Further reading ... 152
References ... 152

7 Digital skills in healthcare practice 155
Clint Moloney and Helen Farley
Introduction ... 155
Context of digital skills in healthcare practice ... 156
Mobile and online communications: Distance learning strategies ... 157
Emerging learning technologies ... 159
Digital learning as a substitution process ... 160
The driving societal forces for online learning ... 161
Digital literacies and learning inequalities ... 162
Digital technology and learning outcomes ... 166
Online safety ... 167
Making digital technologies work for you ... 168
Using digital literacy to improve the quality of your assessment pieces ... 170
Career and identity management ... 172
Communication technologies for study and in the workplace ... 172
Summary ... 175
Discussion and critical thinking questions ... 175
Further reading ... 176
References ... 176

8 Professional skills for nurses and other health professionals: Contexts and capability of practice 182
Cheryl Perrin, David Stanley and Melissa Taylor
Introduction ... 183
Contexts of practice ... 183
Understanding healthcare organisational structures ... 184
Professional communication ... 188
What are leadership and management in healthcare? ... 194
Clinical leadership and practice capability ... 196
The attributes of clinical leaders ... 197
Linking clinical leadership to scope of practice, quality initiatives and evidence-informed practice ... 199
Summary ... 200
Discussion and critical thinking questions ... 201

© in this web service Cambridge University Press www.cambridge.org

CAMBRIDGE

Cambridge University Press
978-1-107-47046-0 - Building Professional: Nursing Communication
Edited by Jill Lawrence, Cheryl Perrin and Eleanor Kiernan
Frontmatter
More information

Further reading ... 202
References ... 202

9 Contributing to evidence-based healthcare cultures through lifelong learning 205
Lisa Beccaria, Clint Moloney and Craig Lockwood
Introduction ... 206
Understanding theoretical frameworks that guide communication processes and skills development ... 206
Understanding known facilitators and barriers to research-utilisation practices ... 214
Understanding the dispositions to enable effective change management ... 218
Understanding team dynamics and effective change management ... 222
Leadership ... 223
Cultural influence in communication and nursing practice ... 224
Links to professional practice ... 226
The evolution of skills and knowledge as they relate to evidence utilisation and leadership ... 229
Summary ... 233
Discussion and critical thinking questions ... 233
Further reading ... 234
References ... 234

Glossary 241
Index 244

© in this web service Cambridge University Press www.cambridge.org