

Running head: Therapeutic Conversation

Therapeutic Conversation

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Verbal and Nonverbal Interaction

Analysis

<i>(Hand on shoulder, kneeling down in front of wheelchair.)</i> Hello Maria. Are you sleeping? <i>(Pause)</i>	Offering of self. Touch so as not to startle her.
<i>(Eyes closed, sitting in wheelchair. No movement or response to question.)</i>	Silence. I don't know if she is awake or not.
<i>(Watches her for a few seconds.)</i> I'll come back a little later then. I'll let you sleep.	Looking for clues regarding her physical state and desire for conversation.
Murmurs <i>(eyes still closed)</i>	Indicates that she may want to talk.
Oh, You're not asleep now. <i>(Smiling)</i> Would you like to chat for a minute?	Offering of self.
<i>(Slight shrug of the shoulders, eyes closed.)</i> Murmur	Verbally and non-verbally invites me to stay, but still holding back.
OK. <i>(Pause)</i> How are you feeling this morning? <i>(Pause, removes hand from shoulder.)</i>	Open-ended question to begin to assess her willingness and ability to talk. Remove hand incase it is too personal
<i>(No response, eyes still closed.)</i>	She wants me to stay but isn't really sure bout talking with me.
Have you eaten breakfast?	Begin open-ended questions to find a topic of interest.
<i>(No response.)</i>	Doesn't want to talk about breakfast
Are you waiting for breakfast? <i>(Small laugh)</i>	I am getting a little nervous wondering if she will talk to me. Another open-ended question.
<i>(Slight head shake to indicate "no".)</i>	She wants me here, I think.
Are you waiting to have the dressings on your feet changed?	Another question, looking for a topic of interest.
<i>(No response, eyes still closed.)</i>	I can't read her, but decide to keep at it.
<i>(Looks at her for a few seconds.)</i> I like the	New direction.

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blanket in your lap. It's very pretty. <i>(Pause)</i>	
<i>(No response, eyes still closed.)</i>	
Did someone make it for you?	Specific question, easy to answer.
<i>(No response.)</i>	
I am going to get a Kleenex. You have a little bit of food on your lip. <i>(Gets up and finds a Kleenex. Gently dabs her upper lip.)</i> It looks like you had eggs for breakfast. There you go. Is that better? <i>(Throws away the Kleenex and kneels down in front of the wheelchair again.)</i>	Giving information. I need to do something to gain her trust and show her that I care about her.
<i>(No verbal response, but she opens her eyes.)</i>	Communicates that she wants me to stay.
<i>(Smiling.)</i> You have a very pretty sweater. <i>(Touches her hand and the sleeve of the sweater. Pause.)</i> Do you know what color it is? <i>(Pause.)</i> Can you look at it and see? It looks blue. <i>(Pause)</i> Can you see your sweater? Was it a Christmas present?	More questions, looking for an opening into her interests.
<i>(Just looks at me.)</i>	Open eyes mean she is interested.
You have pretty eyes. <i>(Smile.)</i> They are very blue, like your sweater. <i>(Pause.)</i> My name is Lucretia.	Building trust, complimenting her. Formal introduction.
<i>(Raises eyebrows slightly.)</i>	Indicates interest in communicating.
Lucretia. I am a nursing student from PLU and I am looking for someone to talk with. <i>(Pause)</i> Do you feel like talking today?	Seeking permission.
<i>(Eyes close again. No response.)</i>	Maybe she doesn't want to talk....
Would you like me to comb your hair? <i>(Touches her hair.)</i>	Look for an alternative way to communicate with her (through service)
<i>(Shakes head "no".)</i> Mmm	Clear answer!
No? OK <i>(Pause)</i>	Respect her decision.

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In a little while we are going to come and change the dressings on your feet. <i>(Pause.)</i> Are they bothering you? <i>(Pause.)</i> Do you mind having your dressings changed?	Giving information
Uh huh. <i>(Yes.) (Eyes open a little, speaks louder.)</i>	The raising of her voice and her eyes say it all. She does not like to have her dressings changed.
Yeah? Does it hurt?	Seeking clarification. Offering empathy.
<i>(Shakes head "yes".)</i> Mmm.	Again, verbal and nonverbal congruency.
Yeah... Do you understand why we need to do it?	Helping her to focus and understand.
<i>(Eyes open wider.)</i> Uh huh. <i>(Yes.)</i>	
We try to be very gentle. Do you feel like they are getting better?	Instilling hope and understanding.
Uh uh. <i>(No.) (Eyes beginning to close again.)</i>	Showing her discouragement.
Does it seem like it is taking a long time to heal?	Encouraging elaboration.
Uh huh. <i>(Yes.) (Getting quieter.)</i>	
If we change the dressings everyday that helps them heal.	Giving information to help her see that she is getting better.
Mmm. <i>(Voice softens, eyes close.)</i>	She is ready to move on.
<i>(Long pause.)</i> You have some very pretty flowers by your bed. Have you seen them?	Silence and then a change of topic. Broad opening again.
I think they are purple hyacinths. Would you like to see them?	
<i>(Eyes open quickly and she answers quickly and with a slightly warmer tone.)</i> Uh huh. <i>(Yes.)</i>	She likes flowers and wants to talk about them.
I will show them to you. <i>(Holds the pot of</i>	Offers a new choice of topics.

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<i>flowers in front of her while still kneeling.)</i> Aren't they beautiful? Would you like to smell them?	
<i>(Nods head "yes" and looks at the flowers.)</i>	Agrees to converse about the flowers.
<i>(Holds flower close to her nose.)</i> It smells a bit like spring, doesn't it?	Enables her to smell the flowers
Mmmm. <i>(Looks at me with slight smile.)</i>	Shows her interest and appreciation.
<i>(Smile.)</i> Did you have a big flower garden?	Encourages elaboration about her interest in flowers and gardening.
Mmmm. <i>(Looking at me.)</i>	Eye contact shows interest.
Did you grow vegetables too?	
Um humm. <i>(Quick response to questions, now.)</i>	Becomes very obvious through body language and verbal replies that she likes this topic.
I bet you liked gardening.	Encourages elaboration about a topic she wants to talk about.
<i>(Slight smile, shakes head "Yes".)</i>	She is now engaged and happy to interact with me.
Did you grow beans?	
Uh huh.	
Did you grow carrots?	
Uh huh.	
Did you do a lot of canning?	
Uh huh.	
Do you have a big family?	
Uh huh. <i>(Continues to keep eyes open and looking at me.)</i>	Actively engaged and happy.

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Do you have a lot of grandkids?	
Uh huh.	
I was just in a gentleman's room and he had a bird feeder outside his window. Do you like birds?	Change of topic. (I have run out of questions about gardens.) Explore new interests.
Uh huh. (<i>Eyes beginning to close.</i>)	Begins to shut down immediately.
He likes blue jays. They are the same color as your sweater. I think your sweater is pretty.	
<i>(Eyes close.)</i>	Either does not like the new topic or is getting tired.
Do you need to rest now?	Seeking clarification.
<i>(No response.)</i>	
I'm going to come back in a little bit to take care of your feet.	Beginning to end the conversation.
<i>(No response.)</i>	
It was really nice talking to you. Thank you. I liked it. (<i>Stands with hand on shoulder.</i>)	Letting her know that I too benefited from our conversation.
Mmmm. (<i>Eyes still closed.</i>)	She acknowledges the compliment.
<i>(Looking her in it face.)</i> Can I get you anything before I leave?	Acknowledging her value as a person who has needs.
Uh uh. (No.) (<i>Opens eyes.</i>)	A way to say "good bye".
Would you like a hug?	Communicating care through touch.
<i>(Quickly)</i> Uh huh. (Yes.)	Expresses her desire for the offered hug.
<i>(Smiles, bends down and gives her a gentle hug.) (Looking her in the eyes.)</i> Thank you for letting me talk with you. I will see you in a little bit.	Validates her worth as a person who is worthy and deserving of love.