

What Do I say?

Here is a list of common difficult situations that you may encounter in clinical and appropriate responses you can use.

Nurse: "If I sign in can you just scan that med and give it for me?"

Student: "I am sorry, I would love to help you but I cannot give medications under your login and without supervision."

Nurse: "I didn't know I was going to have a student today."

Student: "I will be here every Thursday for the next 6 weeks. I hope to learn from you today and to help you with your assignment in any way I can."



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It is estimated that
miscommunication
is the root cause of
medical errors 80%
of the time

(Janagama et al., 2020)



Erin Raby & Karlee Coddens

Communication Techniques for Nursing Students

Assertive Communication

Assertive communication is essential to the development of healthy student nurse and RN relationships. Assertive communication is defined as "involving clear, honest statements about your beliefs, needs, and emotions" (Raypole, 2020).

Communication Techniques

- Identify personal emotions
 - Think about how the situation or what was said makes you feel
- Identify what you need
 - What is your end goal of the communication?
- Use "I" statements
 - Shifting the focus to yourself can prevent discomfort that stems from making assumptions about how the other person feels or thinks
- Be direct, not aggressive
 - Always use respectful and appropriate language. Attempt to use a nonjudgmental attitude.
- After a difficult situation debrief with your clinical instructor
 - This helps you learn from the event by receiving feedback from a trusted mentor
- Listen actively
 - This shows your preceptor you are engaged and ready to learn from them

(Decker & Shellenbarger, 2012;
Downer et al., 2022; Raypole, 2020)

The Introduction How to Start Your Day

- Introduce yourself and how long you will be there
- Communicate what you can and cannot do
- Share your goal for the day
- Be ready to listen to report
- Show willingness to learn

(Reberio et al. 2021)



Importance

- Builds trusting relationships
- Allows for direct and effective communication
- Avoids difficult situations
- Develops better critical thinking skills
- Improves learning
- Increases confidence in clinical skills

(Otoo, 2016)

What Do I Say?

Nurse: "What can you do while you are here today"

Student: "I am in my second semester, I can participate in most patient care activities and give oral medications."

Nurse: "I know we did not have time to walk the patient, but can you chart that we did"

Student: "I do not feel comfortable with charting an activity I did not do, would you like me to find another student and walk with the patient"

(C. Rosengarten, personal communication, April 2, 2023).

