

# Communication-

## The key to a successful relationship



**\*SBARR-** Communication tool is an effective way to convey critical information about a patient's condition during emergencies or challenging risk situations such as hand offs.

**S= Situation:** What is happening at the present time?

**B= Background:** What are the circumstances leading up to this situation?

**A= Assessment:** What do I think the problem is?

**R= Recommendation:** What should we do to correct this problem?

**R= Response:** What is the plan of action?

**\*NODS-** Introduce yourself -**N**AME, explain your role-**O**ccupation, what you are going to **D**o and **S**mile 😊

**Pediatric communication is special:** Verbal, nonverbal, and electronic communication abilities vary greatly among patients, nurses, and physicians of diverse generations. Children are definitely influenced by the smells, sounds, and surroundings of their medical visit. The physical environment during an initial visit will have an impact on the subsequent success of any pediatric patient-physician communication. Infant's speech: <https://www.youtube.com/watch?v=PgkZf6jVdVg&t=697s> Priscilla Dunstan Neh-hungry, Owh-sleepy, Heh-discomfort, Eair- Lower gas, Eh- burp

**Age and cognitive considerations:** Pediatric patients may range in age from newborns through adolescents. Because emotional development and cognitive abilities evolve with age, pediatric patients may be oblivious (infants), uninformed (children), or invincible (teenagers). They may be unable to verbalize (mentally impaired), intimidated (parent in the room), or just abbreviated (txt msgs). In addition, a child's concepts of bodily functioning, health, and illness change with age. It may be difficult to judge what children understand, it's essential to include the parents or significant other in conversations regarding the child's health.

## Just Sit Down!

Sitting down demonstrates to your patients and families that they are your priority. Signal you intent to listen by sitting down. Do your actions create a welcoming environment?



## Pause and listen.

Avoid power struggles by considering your child's request, even if you know your answer will probably be "No." If your child says, "That's not fair," you might pause and ask, "What do you think would be fair?" or say, "Let me think about this for a minute."



## See the situation through your child's eyes.

Imagine how you would feel if your boss or partner said, "That's ridiculous," or insisted you liked something you truly hate. Kids feel the same way when parents say, "You don't really mean that." Accept their statements and probe further with a specific question like, "What do you hate most about school?"



## Let your child express negative feelings.

Try not to judge your child's feelings, even if they are hard to take. A few brief words like "I understand," or "Uh huh," let your child know you care. And simply being there may be more important than anything you say. If needed, discuss your child's behavior rather than criticizing her feelings.



## Reflect what you hear your child say.

This helps put your child's feelings into words, which she sometimes can't do herself. Then, ask a specific question to get your child talking.



## Listen to your tone.

Sometimes, it's not what you say — it's how you say it. Kids often pay more attention to your face and your tone of voice than your words. If you compare parent-child communication to singing, kids often listen more to their parents' tune (or tone) than they do to their lyrics.



## Let a tantrum run its course.

Try not to add fuel to the fire with your own strong emotions. Children often start a tantrum because they don't feel heard. What they really want is for their parents to stop, listen and acknowledge their feelings.



## Don't talk about everything.

At times, you simply need to make a decision and move on. Talking further may not help — but briefly explaining the reason for your decision might. Offer choices only when there really is a choice.



## Find out what your child knows before giving your opinion.

If your child asks you a difficult question (for instance about sex, death or politics) you might simply ask, "What have you heard?" This encourages your child to let you know more about what she is thinking.



## Solve problems playfully.

Three minutes of play can save you ten minutes of struggle. A question such as, "Would you like to dress your dolls for school before you get dressed?" may inspire your child to play along. And it can be a lot more fun for both of you!



## Pick your battles.

Ask yourself if you really need to fight about this. Try not to take your child's strong feelings personally, even when she makes them sound personal.



## When you lose your cool, apologize.

An apology lets your child know his feelings matter. It also gives him a model for his own behavior. If you feel guilty about what you said, remember that no parent is perfect. Talk to a friend and find out how she would have handled it.



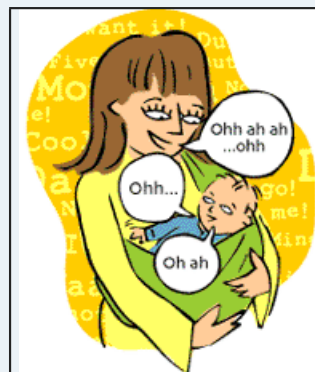
Keep in mind that what worked yesterday -- might not work today! The minute you think you have it figured out, your child grows up and challenges you in new ways. Maintain your sense of humor and find new ways to talk and listen.

- ▶ Learn More
- ▶ Read Again
- ▶ Close Window



## Babies Play With Sound

"Babies and toddlers may use the same word (often Mama or Dada) to indicate wanting different things such as food, comfort and play! They may also use this word with different intentions to express upset as well as excitement."



## Play a Sound Game

"Babies learn to communicate not only through the words you say, but by what you do, how you hold and touch them and respond to their needs. If you hear your baby make a sound like 'Oh,' you might echo and extend it with an 'Oh, ah, oh.'"

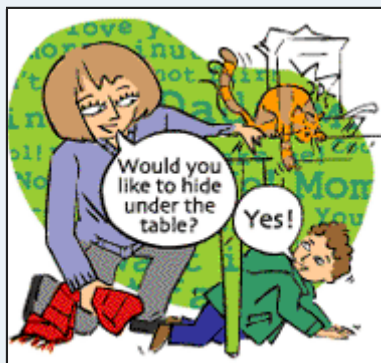
Soon you will be having a back-and-forth game of sound."





### **Preschoolers Need to Say "No"**

"For a preschooler sometimes 'no' is not meant to start a power struggle, it's simply an expression of self. 'NO let me do it alone. No, I do it.' It's important to remember that your child may simply be doing his job growing up, and saying 'yes' to himself, rather than 'no' to you."



### **Solve Problems Playfully**

"Preschoolers love to play and three minutes of play can save you ten minutes of struggle. If your preschooler refuses to leave, a question like, 'Would you like to hide under the table so no one sees you escape?' turns a potential battle into a game. It's a lot more fun for both of you — and actually can save time!"



### **School-Age Kids Have a New Agenda**

"School-age children are much more self-directed and peer-focused than when they were preschoolers. And their behavior and communication style seem to change overnight. There is always a moment when you think, 'I don't recognize this child,' and then you realize, 'Oh, she's growing and changing.'"



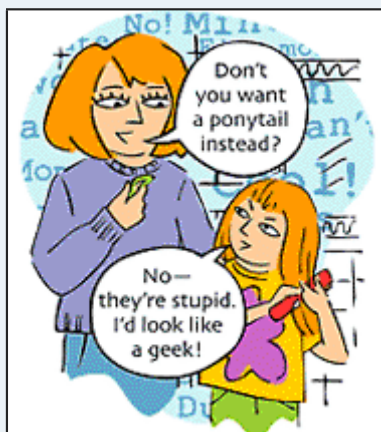
### **Let Kids Express Their Feelings Without Judgment**

"It's natural for kids to sometimes have big feelings. You haven't done something wrong if your child has an occasional tantrum or blow up. Parents should only worry if a child is chronically, constantly unhappy, or if tantrums are their only repertoire or tool for getting things."



### **Give Everyone a Turn to Complain**

"If your kids are fussing and whining, instead of saying 'Don't whine,' set a formal time for complaining (but put a time limit on it). This way, you can all share, vent and get it out. Give everyone in the family a turn. Be empathetic and try to listen beyond the whining."



### **Ask Yourself, "Do You Really Need to Fight About This?"**

"All parents fight with their kids over stupid things. If you can cut down unnecessary fights by 20% and say this isn't worth a battle, life will be better. However, if you are avoiding 80% of battles, then you are avoiding being an authority."