

Therapeutic Communication

Nursing

The techniques that open a conversation, and the habits that close it.

A therapeutic conversation is purposeful, patient-led, and bounded by time and role.

Opens the conversation

Open questions, then silence

Reflecting back the person's own words

Naming the feeling you think you heard

Summarising, and inviting correction

Sitting at eye level, unhurried

Tolerating a pause without filling it

Closes it down

Reassuring before you have understood

Advising when you were not asked

Asking why, which invites justification

Changing the subject away from distress

Stacked or leading questions

Talking about yourself to fill a silence

Educational reference. Communication skills are learned by supervised practice and reflection, not from a list. Local supervision arrangements