

☐ The Modes (Forms) Of Communication The sending and receiving of messages is accomplished through verbal and nonverbal communication techniques. These can occur separately or simultaneously.

1. Verbal Communication – Verbal communication is an exchange of information using words including both the spoken and written word. Verbal communication depends on language, or a prescribed way of using words so that people can share information effectively. – Nurses use verbal communication extensively when providing patient care, including verbal interactions with patients and family giving oral reports to other nurses and health care providers developing nursing care plans, and evaluating patient progress.

2. Nonverbal Communication Nonverbal communication is the transmission of information without the use of words, also known as body language. It often helps nurses to understand subtle and hidden meanings in what the patient is saying verbally.