

- Verbal: Clear and concise language.
- Non-verbal: Body language, eye contact.
- Active listening.

**\*\*Barriers to Communication:\*\***

- Cultural differences
- Language barriers
- Emotional distress

**\*\*Therapeutic Communication Techniques:\*\***

- Open-ended questions
- Reflective statements
- Empathy and understanding

---

**\*\*Chapter 6: Ethical and Legal Considerations in Nursing\*\***

**\*\*Ethical Principles:\*\***

- Autonomy
- Beneficence
- Non-maleficence
- Justice
- Confidentiality

**\*\*Legal Aspects:\*\***

- Patient's rights and informed consent.

Preview from Notesale.co.uk  
Page 4 of 6