

Communication strategies

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Introduction

This paper intends to explore and assess different variances and concepts that have effect on the communication in a specific context of an author interacting with his/her friend. Episodes of communication denotes the variables that bars effective communication in specific cases. The article draws on the author's own views, values, and behaviors and influences the material that was known by her acquaintance. Following the discovery of the contact barriers, multiple techniques can be identified to enhance the results of potential encounters. Notably, this analysis is personal and aims to reveal the experiences acquired in an episode of contact between the author and her friend who is a student in mental health. In addition, the paper will discuss the essence, factors and variables involved in the communication episode, and how best the communication process will change for better results in the future. The understanding of the specific scenario can be applied at wider cases even though the scope is herein limited.

The Overview of the Episode of Communication

This episode will involve the author who is the midst of the studies. There will be a friend who will come and disclose to the author about how she experiences bouts of trauma vocationally particularly because she has a troubled childhood. Her father had been abusive to her and other family members as well. Occasionally, she experiences nightmares as the scenes from the childhood terrify and discourage her from associating with male figures. Even so, the author finds it hard to pay attention to what her friend is telling because she has oncoming exams and because she has a part-time job, she has a little time revising and making preparations. Despite being a mental doctor student, the author cannot relate well with PTSD. Automatically, whatever the friend is telling her appears to be a distraction as it is nuisance. Because she cannot face the friend with

the truth, she wants to assure her that soon, everything will be fine. The response immediately thwarts the friend's nuisance as she ends up becoming less vocal and attempting to convince herself that she is to blame for everything. Because she believes that the author could be right as she is a mental health student, the friend remain adamant about seeking further assistance from somewhere else.

Assessment of the Influential Variables

Various factors associated with perception and interpretation affect the interpersonal communication between two or more people. According to (Mcquail & Windahl, 2013) , individual attitudes, situation factors and emotions restraints are the most effective factors that determine the reception and interpretation of information between two people.

In the case identified below, the effects of emotions as a factor come into play. According to Foa and Cahill (2007), persons suffering from PTSD are likely to feel self-pity about that they could be going through and may end up becoming self-intolerant after laying the whole blame on themselves. Their understanding of the situation at hand is therefore distorted, impeding their capacity to communicate effectively. Timing and environmental effects on connectivity are situational variables (Lunenburg & Orstein, 2011). When she is studying for her tests, the author's friend wants to speak to her. Her concentrated attention means that any of the crucial telltale symptoms of PTSD that her friend is attempting to describe could be overlooked. The fact that because of her current involvement and the author's preconceptions of her friend, she lacks the ability to process the information that her friend provides, may mean that there is decreased engagement with the information and communication process with her friend.

According to Perloff (2010), attitudes compels a person to assume a state of mental inclination and therefore they end up behaving in a particular characteristics for any scenario.

Research have shown that attitudes that can be quickly recovered from memory are likely to influence the distribution of interest and the level of information collection, result in discriminatory information interpretation, and even affect actions. The perceptions of most people towards people who may be suffering from PTSD are related to how comfortable they are with the disorder, the amount of formal knowledge and practice (Maier, Moergeli, Kohler, Carraro, & Schnyder, 2015). The speaker showed an approach in this episode of contact that both impeded and strengthened his assessment of the situation at hand. Since the author has known her friend for some time, it should be considered that she is in a strong position to recognize whether or not her symptoms were a cause of concern. The fact that she is a student in mental health also places her in a strong position to test her. Even so, because she's somebody she's met for quite long time, based on what she has known about her, she makes her decision on her situation. Furthermore, her absence of thorough awareness and familiarity of PTSD leaves her at a disadvantage in terms of knowing the situation.

Because of the inefficient correspondence between the author and her friend meant that his illness may have been misdiagnosed (Dunn et al., 2007). When there is a lack of professionalism and communication expertise, bad communication happens (Tschannen & Lee, 2012; O'Daniel & Rosenstein, 2008). Thinking, attitudes, behaviour and self-talk are subjective factors that impact the communication process. Thought will form our perspectives with respect to the patterns of the mind (Rubinfeld & Scheffer, 2010). The author was unable to provide an impartial evaluation of the situation at hand, based on her notions of her mate. Feelings also have a significant bearing on the process of communication (Schuster, 2010).

Effects of Author's Own Attitudes

Attitudes refer to a hidden projection with respect to a role on some aspect of judgment, some subject of context. It is a propensity to respond positively or negatively to a case, person,

object or organization (Vogel & Wanke, 2016). The author, who is a student of mental health, passes judgement on her friend in this specific situation, based on her past perceptions and conceptions of her being. She appears to neglect the painful events endured in her youth by her friend, and the fact that her friend may be suffering from PTSD. Owing to the lack of a structured, multi-method screening protocol, prospective PTSD patients are frequently misdiagnosed (Jackson et al., 2011). To the contrary, the author decides to evaluate the sceneria basing on what has been though off all along.

Effects of Author's Self-Talk

The variables can present obstacles to efficient communication. On the other hand, intrapersonal contact happens inside the individual (Hughson, 2012; Day & Levett-Jones, 2010) and it is often "self-talk" (Vocate, 2016). Self-talk has a profound influence on an individual's perception, emotions, identity and tendencies (Folse, 2014; Laabs, 2011). The self-talk of the protagonist makes her unaware of the state of her friend due to the fact that she was involved in her studies. While she states that she is a little clingy and paranoid and ties the truth to the admission of her friend that she had a troubled upbringing, she doesn't go so far as to realize that maybe her friend has PTSD.

Reflections

By assuming that her friend was going through will pass, and that it was nothing new since she had demonstrated those traits through his paranoia and clinginess before, the protagonist adopts a laissez-faire mentality. The author should instead have sought to pay more objective attention to her friend who may have potentially suffered from PTSD. The writer shows a lack of understanding in this episode of conversation. Empathy relates to the capacity to connect and grasp the thoughts and feelings of others (Sofronieva, 2012). The author feels oblivious to her friend

because she is so involved and completely involved in her research. The talk between her and her friend is an annoyance. Nevertheless, compassion, particularly when communicating with a possible patient with PTSD, helps the person to be more vocal and supportive in explaining their symptoms (Servellen, 2009). The author was, however, able to recognise that she lacked empathy, listening abilities and an analytical outlook after the experience learned in the communication course. In addition, since the protagonist was preparing for her tests, her friend's timing may have been incorrect. The friend had to think of a better time or maybe reschedule her conversation to a time when the author would have paid more attention to her.

To boost performance, there are several steps that the author might take. The author could increase self-awareness during her research through frequent involvement in clinical supervision (Rosen, 2014). The experience increases her comprehension and ability to cope with the real case situation (Tony, Louise, Christine, & Majda, 2008). The author wants to learn how attitudes, values, and experiences impact how a person communicates with others and reacts to them and how emotional reactions are controlled. Thus, it is wise that the author is more compassionate to others' plight and able to deliberate on the possible self-talk that the patient may have. Active listening can also be a beneficial solution to fostering parity in treatment and seeking to obscure and regulate intense individual responses that, if manifested in relationships, may adversely affect interaction.

Recommendations

Various strategies can be put in place to ensure that the thinking, character, feelings and future interactions as well. For example, increasing the level of clinical supervision that the author attends in the course of his studies could be helpful. More engagement will further enhance one's awareness and outlook on future mental health problems. In good future experiences, developing

listening skills would also be important. Listening abilities include paying attention to the patient's vocabulary and body language and likely taking notes to aid in interpreting the conversation subject. To control prejudices in thinking, actions, and emotions, there has to be a practice of self-awareness. It helps to exercise self-awareness by identifying and changing feelings and behaviors and recording self-talk to be able to accurately evaluate circumstances. The author must develop her empathic ability, which can be assessed by her friend's enhanced desire to speak about her condition (Hojat, 2007). Holding the patient's focus will go a long way to recognizing their plight. When communicating with her mate, the author should stop engaging in a separate role in order to properly appreciate and evaluate the situation.

Conclusion

Analysis and consideration on this significant contact event revealed how perceptions, ideals and personal convictions had an impact on the contact of the author with her mate. These behaviors and beliefs have not been filtered by self-reflection or professional supervision. In reality, the author is not conscious of the self-awareness that may have helped monitor his view of the situation and handle his perceptions that would have helped her to gain an analytical view of the matter. It is wise that the author is well prepared to recognise the obstacles to contact when addressing potential encounters and to be aware of their effects on avoiding proper communication between a person who may suffer from behavioral disorders and a partner, family member or colleague. Proper coordination amongst three entities can only be achieved by growing self-awareness.

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