

Application of Educational Entertainment- An Action Research of Empathy Communication Skills Training of Nursing Students

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Communication technique is essential in daily clinical duties. Via communication competence and knowledge, nurses build a trust and rapport relationship with patients and their family as well as help them express emotions. This action research lasted two years and two hundred and fifty nursing students involves. Fifty students were trained in every half year as an action circle was designed to adjust the research direction. The research group consisted of two experts of empathy study and three experienced nursing instructors regularly discussed and amended strategies. Communication strategies came out as "three steps of emotion empathy-Breaking I-C-E." 1. Identify emotion: being aware of the one's emotions. 2. Catch emotions: assess the characteristic, categories, and strengths of emotions. 3. Express empathy: react the emotions with empathy. though focus groups. Teaching methodologies and rubric measurement were designed as: 1. Guide students to gain self-awareness in daily life with role play. 2. Teach students to do process record for self-reflection and practice "catch emotions". 3. Lecture on empathy skill and design communication scenarios for students' simulation training. The "Guess my mind- communication tabletop game" was also development by the group to lead students reflect the misunderstanding which may exist during their daily communication, ten students were test as the pilot, and modified according to their suggestions. Finally, each of project participants reflected their communication skills, raised their motivation, and gain the better grades during post rubric measure test about communication learning. 88% participants were able to identify emotion categories and features as well as react with empathy. 92% participants were upgraded through this empathy communication skills training. The study revealed the effective strategies of communication education. It is believed that through communication training would improve Taiwanese student Nurses' communication and empathy knowledge, intension, attitude, skills and further enhance their nursing communication competence.

Biography:

Wan-Ping Yang is a nurse educator with almost 20 years of experience in clinical practice and academic teaching, program development and administration. She has graduated from the National Cheng Kung University (Tainan, Taiwan) of Nursing with an RN, from the NCKU of Nursing with a PhD in Hospice Palliative Care. Her doctoral study was about spiritual care which focused on mutual suffering of terminally ill cancer patients and others. She is a frequent consultant and speaker on topics such as hospice and palliative care, oncology nursing, comfort care, spiritual care, communication and empathy, nursing education, and distance learning.