

Pandemic: Communication in Stressful Situations

Stressful Situations: Video 3

Mother:

Oh God, I think they're doing everything they can. I can't believe I pushed her. She saw how sick David was. And if we need more water...yeah, she's a mother. She just got it [understood it]. Look, there's only three of them; they're doing their best, I guess. I was so mad. But it's not her fault, right? She heard. She understands what we're going through.

First nurse:

Oh my God. I don't know how she's keeping it together. I mean all of them. If it was Kyle I'd be losing my mind. I just wanted her to know that weren't twiddling our thumbs. I wanted her to know that I could see how awful it was for her.

Host:

Something different has happened here. The nurse noticed what was being said, how it was being said, and paid attention to the feelings accompanying the mother's words. She focused on the mother's verbal and non-verbal expression. She responded by acknowledging what she had heard and observed.

The mother's response changed, and her perspective of the nurse was not only more compassionate, but there was a connection as a result of their interaction. Similarly, the nurse's response is very different. Her attitude and opinion about the mother is more compassionate, and there is a more positive connection between them as a result.