2.7: II Glossary

**Active listening:** Communicating both verbally and nonverbally that we are interested in what the other person is saying while also actively verifying our understanding with them.

**Motivational interviewing (MI):** A communication skill used to elicit and emphasize a client’s personal motivation for modifying behavior to promote health.

**Nurse-client relationship:** A relationship that establishes trust and rapport with a specific purpose of facilitating therapeutic communication and engaging the client in decision-making regarding their plan of care.

**SOLER:** A mnemonic for effective nonverbal communication that stands for the following:

- S: Sit and squarely face the client
- O: Open posture
- L: Lean towards the client to indicate interest in listening
- E: Eye contact
- R: Relax

**Telehealth:** The use of digital technologies to deliver medical care, health education, and public health services by remotely connecting multiple users in separate locations.

**Teletherapy:** Mental health counseling over the phone or online with videoconferencing tools.

**Therapeutic communication:** A type of professional communication defined as the purposeful, interpersonal, information-transmitting process that leads to client understanding and participation.