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:\[1\]:

- 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.\[2\]