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FACULTY OF NURSING

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HUMAN RELATIONS

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INTRODUCTION

- Human relations are fundamental in a civil society & in each profession.
- Nurses are one of the largest groups in health care workforce & are constantly interacting with patients, their relatives, colleagues as well as other members of the multidisciplinary health care team inside & outside the health care organization.

DEFINITIONS OF HUMAN RELATIONS

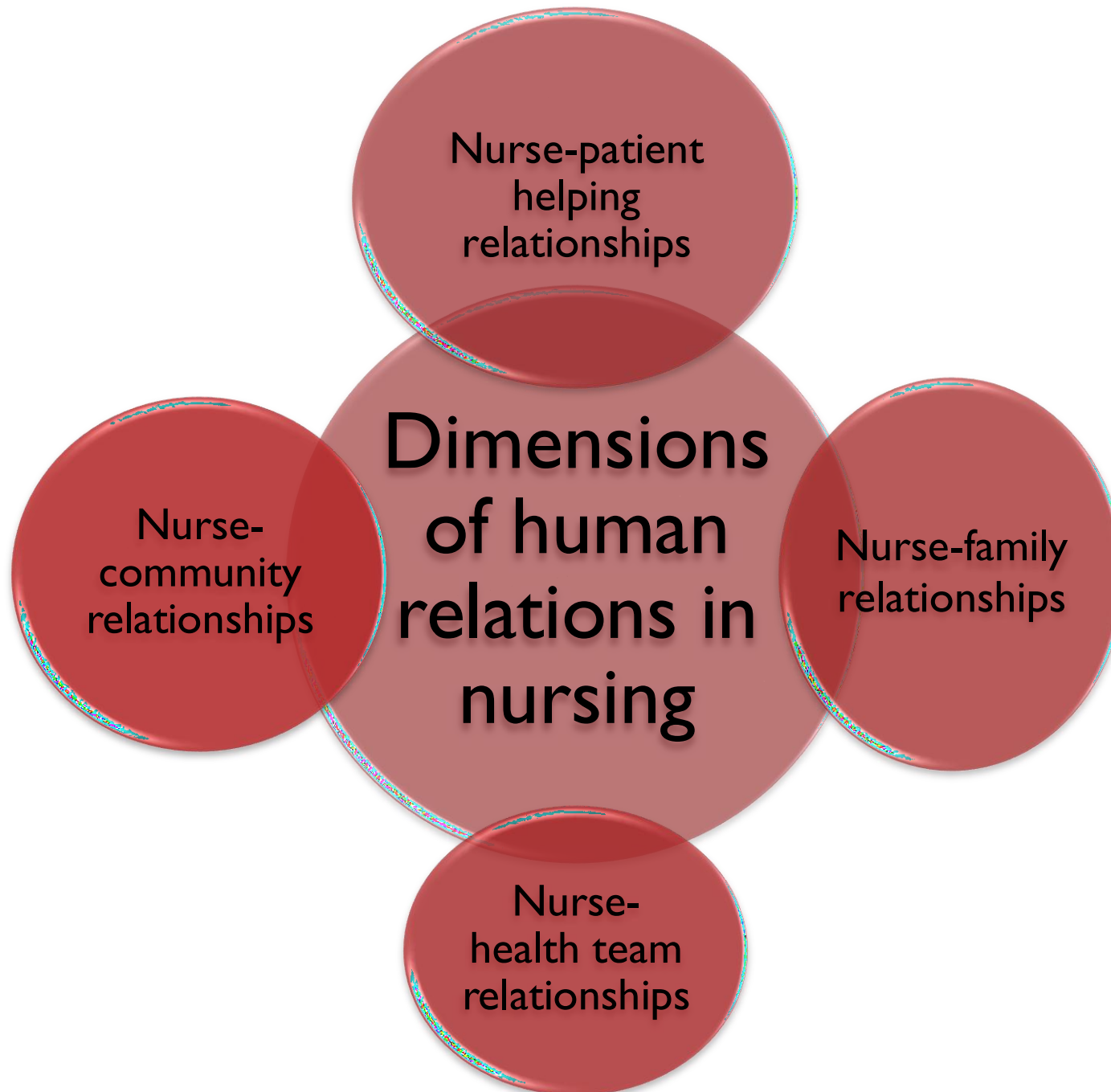
- Human relation is an area of management practice which is concerned with the integration of people into a work situation in a way that motivate them to work productively, cooperatively & with economic, psychological & social satisfaction.

Keith Davis

- Human relations are the relations between human being that are affected by many other factors & helps in the accomplishment of goals of an organization.

HUMAN RELATIONS IN NURSING

- Human relation in nursing refer to the relationship of nurses with colleagues & other department personnel & of nurses with patient.
- It is interdepartmental, interdepartmental & interpersonal relationship to provide the quality care to their patients.
- Human relations in nursing also develop when two health care personnel interact with each other to achieve the primary goal of maximum patient satisfaction & health promotion irrespective of their field of work.



Nurse-patient helping relationship...

- Helping relationships are the foundations of clinical nursing practice.
- The nurse assumes the role of a professional helper in such relationships & comes to know patient's health needs.
- The nurse's therapeutic use of communication helps patients overcome their problems by achieving optimum health.
- In therapeutic relationships, nurse often encourage patients to share personal stories, which are called *narrative interactions*.

Nurse-family relationships...

- Many nursing situations, especially those in community & home care setting, require the nurse to form helping relationships with the patient's entire family.
- The same principles that guide one-to-one helping relationships also apply when the patient is a family unit, communication within families requires additional understanding of the complexities of family dynamics, needs & relationships

Nurse-health team relationships...

- A nurse's functions or roles require interaction with multiple health team members.
- Communication in such relationships may be geared towards team building, facilitating the group process, collaboration, consultation, delegation, supervision, leadership & management.
- Both social as well as therapeutic interactions are needed between the nurse & health team members to build morale & strengthen relationships within the work setting.

Nurse-community relationships...

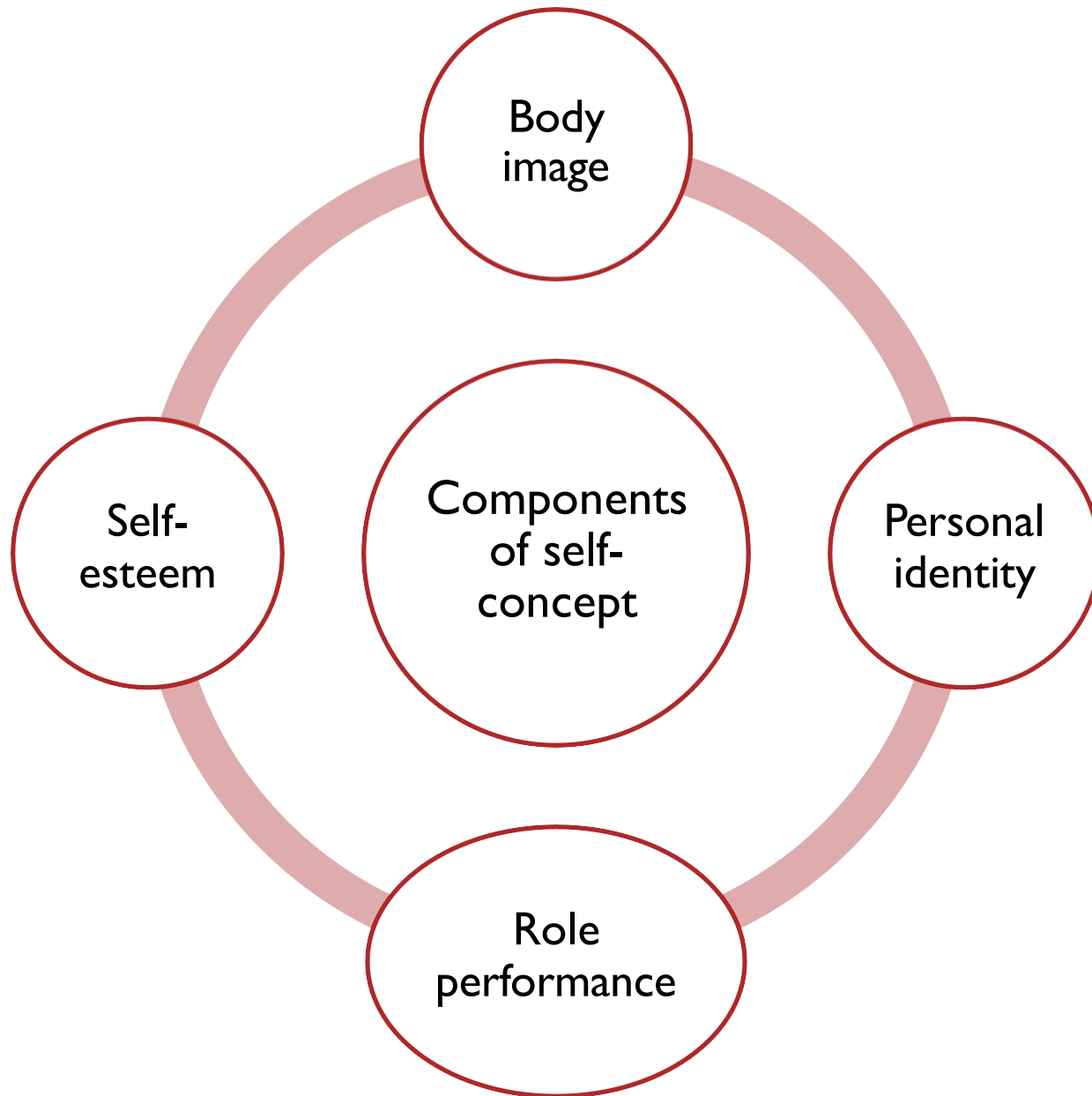
- Many nurses form relationships with community groups by participating in local organizations, volunteering for community service or by becoming politically active nurses in a community-based practice.
- They must be able to establish relationships with their community to be effective change agents.
- Communication within the community takes place through channels such as neighborhood, newsletters, public bulletin boards, newspapers, radio, television & electronic information sites.

Strategies to promote cardinal human relations



UNDERSTANDING SELF

- Self-concept is a person's understanding of how & what someone thinks about him or her.
- Understanding the self is the ability to understand one's own thoughts & actions.
- It is a subjective sense of the self & a complex mixture of unconscious & conscious thoughts, attitudes & perceptions.



Definition of understanding self

- Understanding self represents the sum total of people's conscious perception of their identity as distinct from others. It is not a static phenomenon, but continues to develop & change throughout our lives.
 - George Herbert Head
- The understanding self is thinking about what is involved in being? What distinguish you from being an object, an animal or different person?
 - Richard Stevens

Importance of understanding self

- Self-understanding has been recognized as a key competency for individuals to function efficiently organizations.
- It influences an individual's ability to make key decisions about self, others around & organizations.
- Understanding the self equips individuals with making more effective career & life choice, the ability to lead, guide & inspire with authenticity resulting in significantly improved organizational productivity.

Johari window: A tool to understanding self

- The Johari window, created by Joseph Luft & Harry Ingham, is a useful tool for providing self-explanation.
- The four panes of the Johari window represents the four parts of our self.
- The public self, the hidden self, blindspot & the unconscious self.

Strategies to improve self-understanding

- To increase the size of the open window vertically downwards into the hidden space, one can disclose his or her personal information, feelings, etc., to the team members.
- The unknown area can be reduced by other's observation, self discovery or mutual enlightenment via group experiences & discussion.

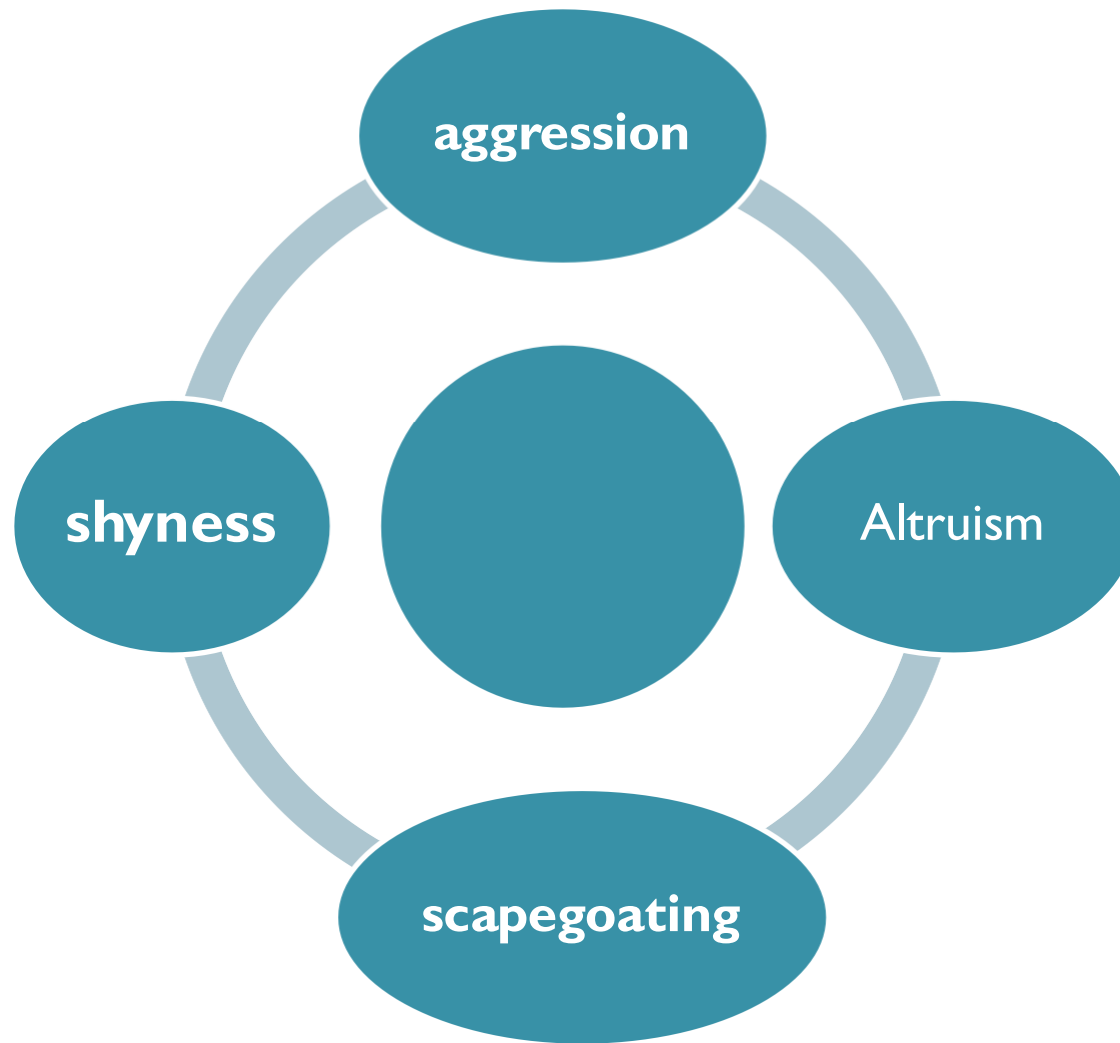
Count...

- The blind self is not an effective space for individuals or groups so it needs to be diminished. This can be done by seeking or soliciting feedback from others thereby increasing the open area.
- The hidden window must always be at the individual's own discretion.

SOCIAL BEHAVIOUR

- The interaction that takes between members of the same species or the behavior directed towards the society is known as social behavior.
- In a sociological hierarchy, social behavior is followed by social actions, is directed at other people & designed to provoke a response.
- Antisocial behavior refers to behavior that may cause harm to the society.

Types of social behavior



Aggression...

- It refers to the behavior between members of the same species with an intention to hurt, ridicule or humiliate the other person.
- Aggression can be displayed in many ways in humans & can be physical, psychological or verbal.

Altruism...

- It refers to feeling of concern, sympathy & benevolence for others.
- It is a traditional virtue in some cultures or can be an inbuilt part of religious expectations that the followers feel motivated for.
- Pure altruism is an inconsideration for any rewards or direct or indirect benefit with no expectation of any compensation.

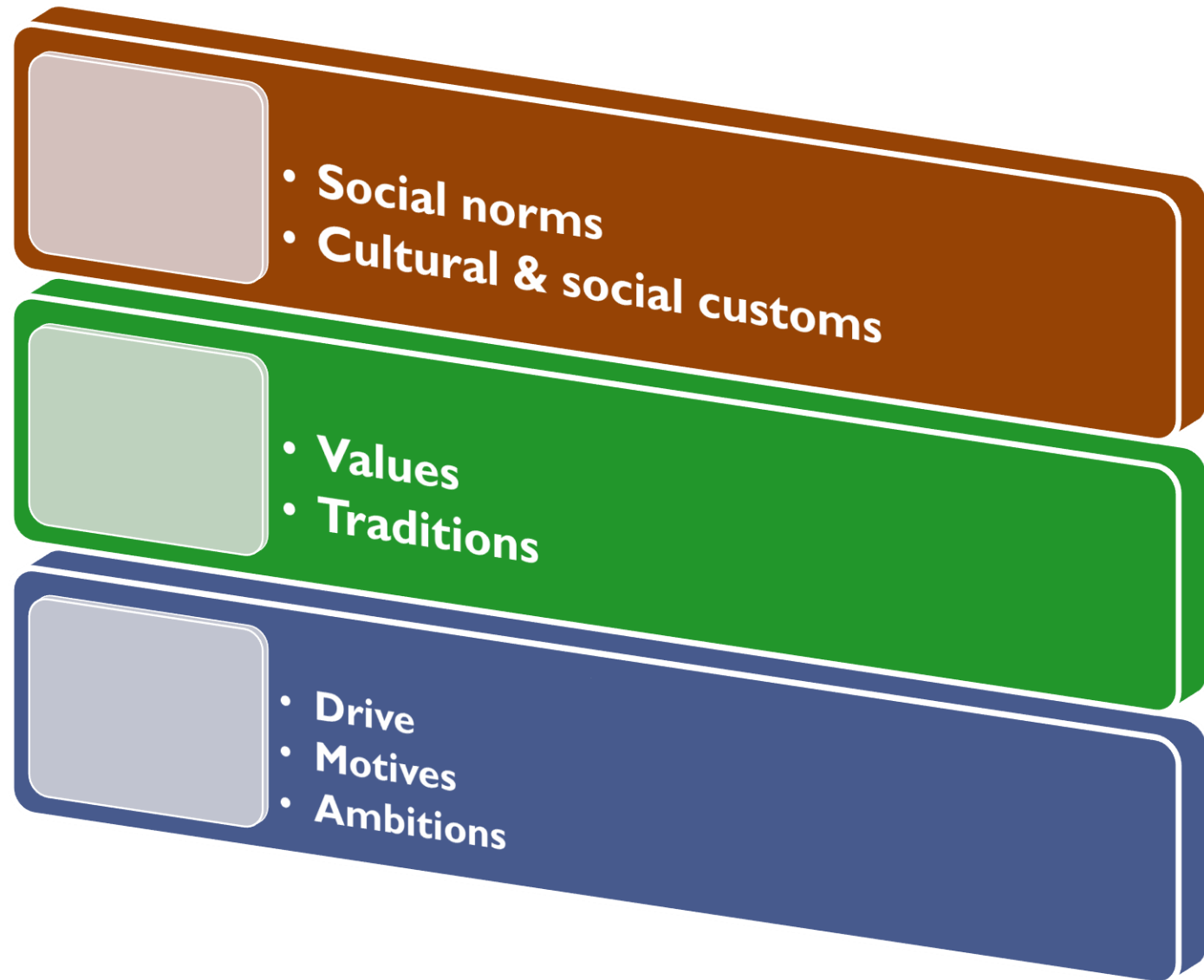
Scapegoating...

- It is the practice of isolation of any party for derogatory or negative treatment or blame.
- It is the process where the mechanism of projection or displacement are utilized in directing feelings of aggression, hostility, frustration, etc. upon another individual or group, with the amount of blame being unwarranted.

Shyness...

- It is a feeling of discomfort, nervousness, lack of confidence or awkwardness when a person is in the proximity (especially in a situation where one has to deal with) of an unfamiliar person.
- Shyness can originate from genetic traits or the upbringing & personality type.

Factors influencing social behavior



SOCIAL ATTITUDE

- Attitude is the state of conscious within the individual human being.
- It refers to certain regularities of an individual's feelings, thoughts & predisposition to act towards some aspects of his environment.
- Social attitude refers to how a group of people or individuals from a society perceive other objects, situations, people & phenomenon.
- Example, some individual may have negative social attitude with HIV patient.

Definition of social attitude

- Attitude is the sum total of a man's inclination & feelings, prejudices or bias, preconceived notions, ideas, fear, threats & conviction about any specific topic.

-Thurstone

- Attitude is a state of mind of the individual towards a value that may be love of money, desire for fame, appreciation for God.

-Thomas

Importance of social attitude

- Social attitude determines the social behavior of a person.
- It provides a mechanism of social control.
- Life organization demands membership in a group & attitudes are an expression of the desire for status.
- Approval or acceptance of an individual's behavior reinforces social behavior.
- Social rejection of an activity restrains the culprit from repeating the same activity in future thus maintaining conformity.

Changes in social attitude

- It is dynamic attribute that keeps on changing with new experiences. A change in social attitude could be positive & negative.
- Alteration in attitudes do not arrive alone; they come hand-in-hand with changed social values.
- A sudden change involve a radical modification of many attitudes is commonly known as a conversion. It is a sudden withdrawal from one's usual attitude to adjust to new needs.

MOTIVATION

- Motivation is derived from the Latin word *movere* which means “to move” or “to energize” or “to activate.”
- It is a process that produces energy or drive in the individual to proceed with an activity.
- The activity is aroused, fulfills the need & reduces the drive of tension.
- Motivation is often used to refer to an individual’s goals, needs, wants & intentions.

Definitions of motivation

- Motivation is the process of arousing the action, sustaining the activity in process & regulating the pattern of activity.

-Young

- Motivating refers to the states within a person or animal that drives behavior toward some goal.

-Morgan & king

Motivational approach



Be-strong approach...

- Conventionally, the management resorted to being strong.
- According to this approach, the enterprise put a thrust on economic rewards.
- The assumption was that people work more efficiently if threatened with financial loss or penalty on failure to do their job.

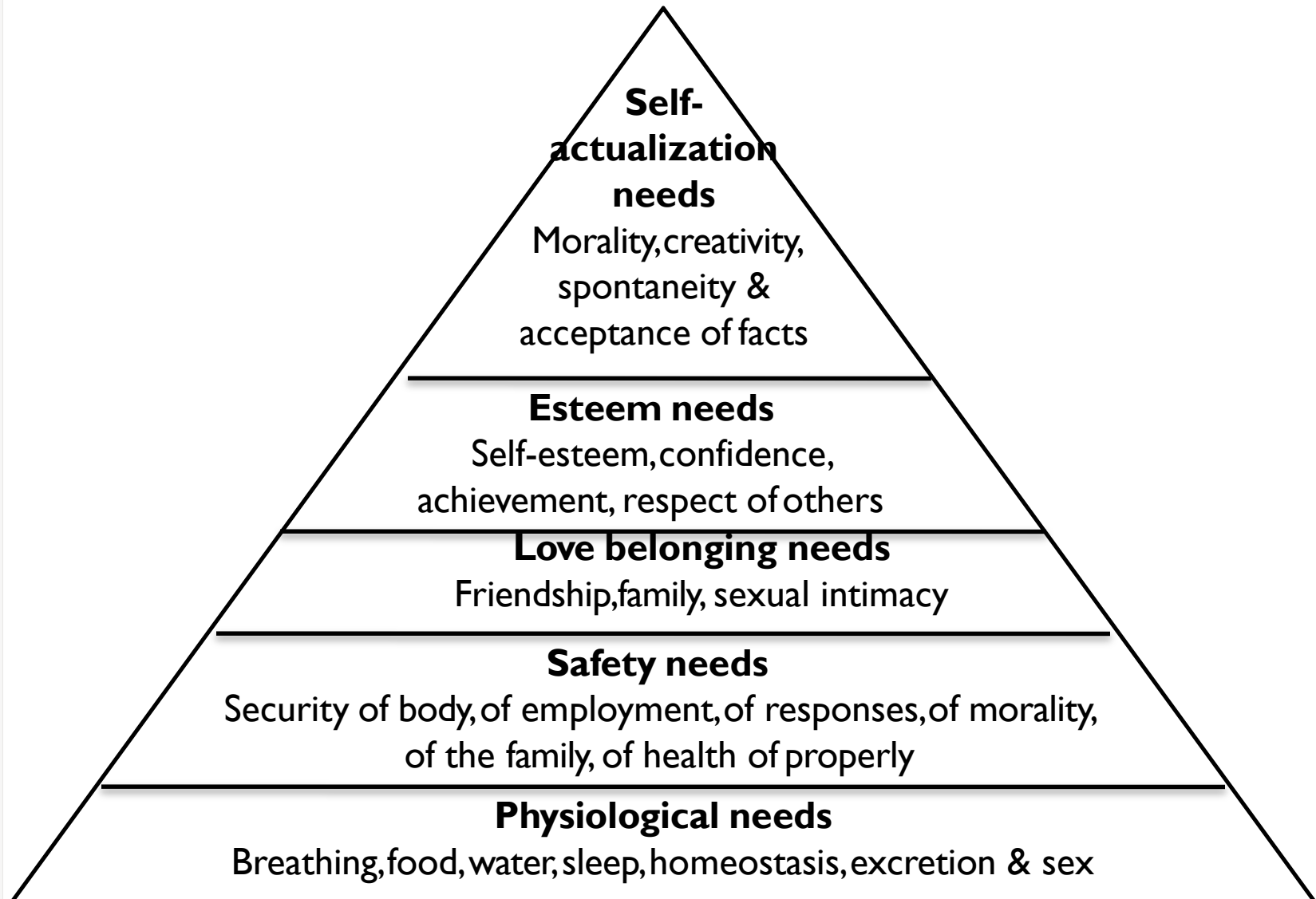
Be-good/paternalistic approach...

- The be-good approach refers to rewarding personnel to get productive work in return.
- Rewards may include job security, recreation, fair supervision & sound working condition.

Effort reward approach...

- this approach operates on the basis of the effort or endeavor on the part of personnel to achieve organizational objectives.
- The manager sets up standards of practice & observes adherence to these standards.
- Ultimately, the reward is decided on the basis of performance. This gives a sense of motivation to work.

Maslow's priority model of motivation



INDIVIDUAL AND GROUPS

- An individual is a single unit in a group & a group is a collection of many individuals with a common purpose.
- Individuals & groups are reciprocal to each other because without individuals groups cannot be formed & individuals have no existence or cannot meet their physical, psychological, social & spiritual needs without groups of other individuals.

Definition of group

- A social group is a give aggregate of people, playing inter-related roles & recognized by themselves or others as a unit of interaction.

-Williams

Characteristics of a group

- Each group has its own identity & structure.
- A group includes at least two or more people.
- Group members have a shared purpose or goal.
- Group members have a conscious identification with each other.
- Group members need each other's help to accomplish the purposes for which they have organized.
- Group members influence, interact with each other.
- Every group has its own rules & norms members are supposed to follow.

Classification of groups

- *Dwight Sanderson classification of social groups by structure.*
 - ✓ Involuntary group
 - ✓ Voluntary group
 - ✓ Delegate group

- *Charles Cooley classification*
 - ✓ Primary group
 - ✓ Secondary group

Count...

- *George hasen classification of groups on the basis of their relationship with other groups.*
- ✓ Unsocial group
- ✓ Pseudosocial group
- ✓ Antisocial group
- ✓ Prosocial group

Tasks or roles of an individual in a group

- Initiator
- Information seeker
- Information giver
- Opinion seeker
- Elaborator
- Coordinator
- Orienteer
- Evaluator
- Energizer
- Procedural technician
- Recorder
- Group-building & maintenance roles

GROUP DYNAMICS

- Kurt Lewin, a social psychologist at the University of Iowa, USA, was the creator of the term group dynamics.
- Group dynamics is the study of groups & also a general term for a group process.
- In organizational development or group dynamics, the phrase group process refers to an insight into the behavior of group members & to incline their behaviors towards the achievement of group goals.

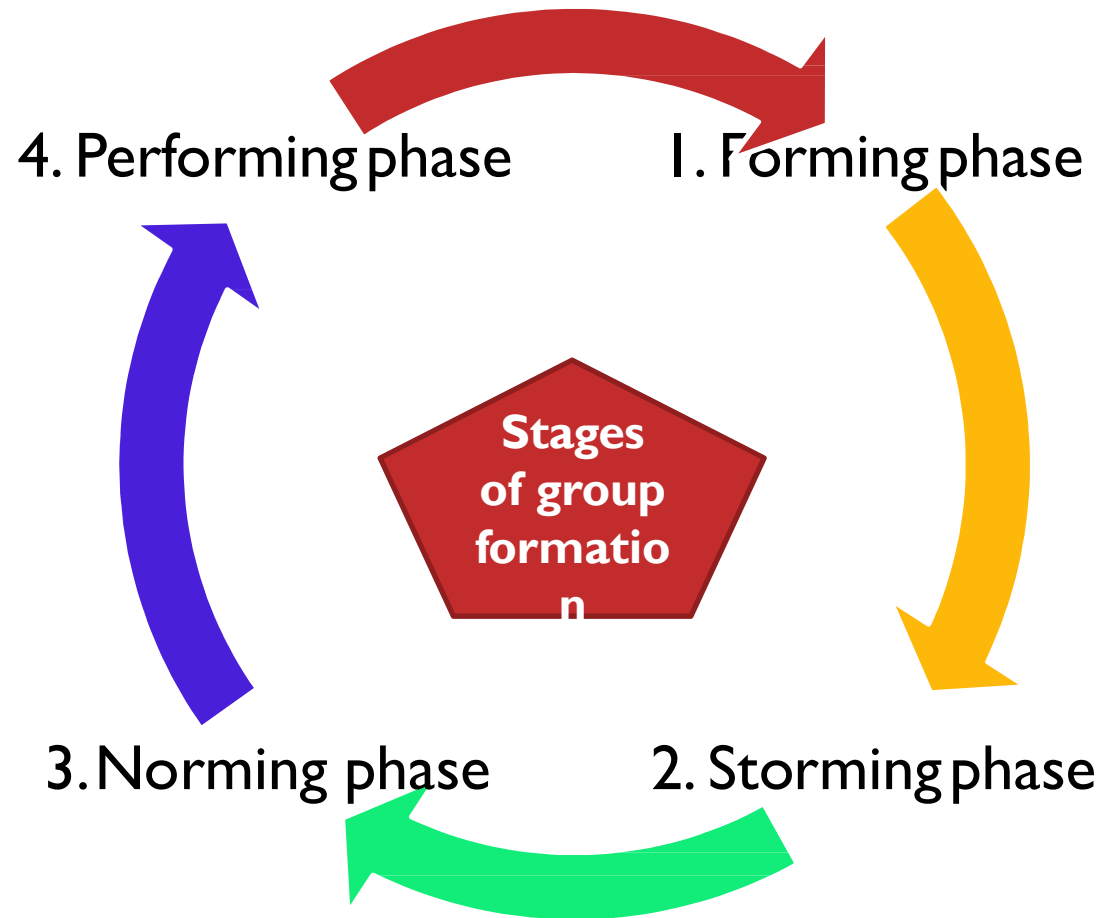
Meaning of group dynamics

- Group dynamics is the study of activities or processes that are responsible for various group phenomena.
- Group dynamics is the study of group interstimulation & invoking of response between individuals to perform various group phenomena.

Aspects of group discipline

- Formation of group
- Group task
- Composition of group
- Communication between group members
- Mode of working relationships between members of a group
- Growth, downfall & resolution of the group
- Group dissolution
- Method to achieve oneness & building consensus
- Acclimatization to meet the needs of the group
- Task performance

Stages of group development



Strategies to improve group functioning

- Individuals participating in a group must have a clear understanding of individual goals as well as group objectives so that their interaction is goal oriented.
- People participating in a group must have a clear idea about expectations within a group.
- Group members must have a clear understanding of their responsibilities & should be committed towards their designated responsibilities.

Count...

- Members in a group must follow the principles of positive competence.
- Appropriate control over the functioning of group members must be maintained.
- The group members must carry out their functions with a collaborative approach.
- Group members must communicate effectively & appropriately for a group to function smoothly.
- A group leader must coordinate individual tasks to obtain group objectives.

TEAMWORK

- Teamwork divides the task & multiple the success.
- Teamwork is an action performed by a team towards a common goal.
- A team consists of more than one person, & each person typically has different responsibilities.
- Teamwork leads to personal recognition, raises self-esteem & increases motivation & commitment.

Elements of a team

- Common purpose
- Interdependence
- Clarity of roles & contribution
- Satisfaction from working together
- Mutual & individual accountability
- Realization of synergies
- Empowerment

Principles/strategies to build a successful team



Clear expectations
Commitment



Competence
Control



Communication
Collaboration
Coordinator

Health team

- The quality of health & medical care is best if professional groups like physicians, nurses, paramedical workers, health educators, health visitors, public health engineers & many others share a common unifying goal.
- Teamwork can be defined as a dynamic process involving two or more two or more health care professionals with complementary background & skills, sharing common health goals & exercising concerted physical & mental effort in assessing, planning or evaluating patient care in health care.

Functional classification of teams...

- **Health care team:**
 - ✓ it consists of all those who are involved in improving a community health setting without necessarily being in contact with patients actively.
- **Medical care team:**
 - ✓ It consists of professionals & paraprofessionals that provide services for patients, generally in a hospital setting, without any direct or personal contact with them.

Functional classification of teams...

- Patient care team:
 - ✓ It comprises any group of professionals & semiprofessionals in a hospital setting who jointly provide services that bring them in direct contact with patients.

Advantages of teamwork

- It gives a better end result with high-quality performance from each team member.
- It involve every person & his expertise & responsibilities.
- The execution of new ideas can be more effective & efficient through teamwork.
- It increase ownership with wider communication.
- It leads to information sharing & increases learning in the team & the organization.

Count...

- It provide more security & develops personal relationships.
- A particular problem can easily solved in team.
- It helps provide a variety of solutions.
- It increases the willingness of every member to take more risk.
- A team can handle more difficult & complex problem in the workplace.
- A team increases the accuracy of problem solving

Disadvantages of teamwork

- It may lead to unequal participation of members in a team.
- Some individuals may be good workers, they may not be good team payers.
- It may limit creative thinking
- A team can sometimes take longer to produce desired results.
- Team can also result in added expenses
- It may face some inherent conflict
- Peer pressure

