

THE COMMUNICATION MODELL BY SCHULZ VON THUN



The communication model of the German psychologist Schulz von Thun is internationally regarded as a well established and discipline-independent communication model.

Each form of verbal communication has a message, which in turn has four sides.

self-revelation

- What kind of person is he/she?
- How is he/she?
- What is going on with him/her?



appeal

- What should I do?
- What should I think, feel?
- What is expected of me?

factual information

- How is the situation to be understood?
- What kind of information is it?

relationship

- How does he/she relate to me?
- How does he/she like me?
- What does he/she think about me?

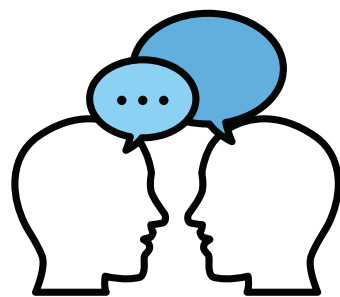
Because of these four sides, the sender of a message and the receiver of a message can have different understandings of the message.

The model according to Schulz von Thun is an analysis model that makes us aware of and sensitizes us to the messages we send out as senders on the one hand and to the messages we hear with other ears on the other (Hornung & Lächler, 1999).

Critical consideration of the communication model

Language skills

Most communication models assume that people have good language skills. However, this does not take disease-specific limitations into account.



Application in everyday care

How the application can succeed in everyday nursing is rarely shown in communication models. Although communication is fundamental in care, the communication models rarely show how everyday life can succeed.

Nonverbal communication

Older people often communicate nonverbally. Therefore, the usefulness of an analytical view of a message is questionable with people who often communicate only on a nonverbal level.



Communication models in nursing care

There is a lack of nursing-specific communication models (Pohlmann, 2004).

References

- Hornung, R., & Lächler, J. (1999). *Psychologisches und soziologisches Grundwissen für Krankenpflegeberufe* (8th ed.). Beltz.
- Pohlmann, M. (2006). Die Pflegende-Patienten-Beziehung. Ergebnisse einer Untersuchung zur Beziehung zwischen Patienten und beruflich Pflegenden im Krankenhaus. *Pflege*, 19, 156-162.
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