

INNOVATION IN ACTION: USING ARTIFICIAL INTELLIGENCE TO BUILD INTERPERSONAL COMMUNICATION SKILLS

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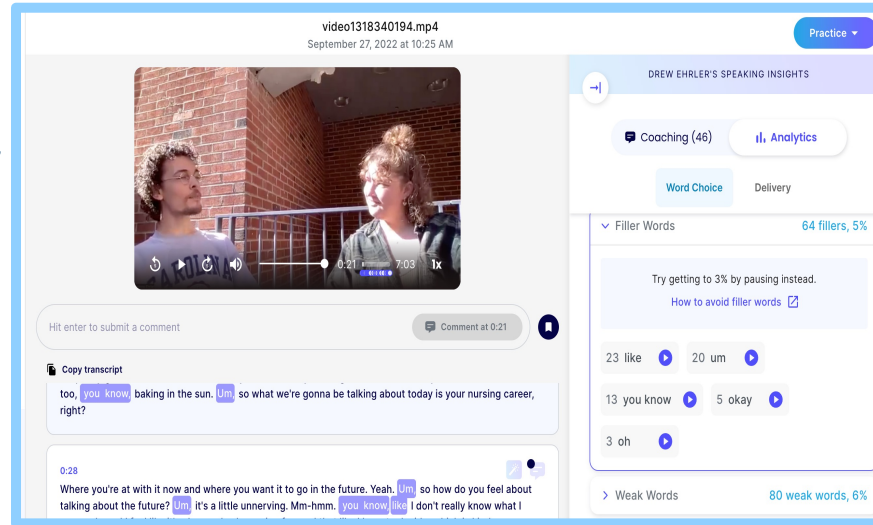
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Background/Introduction

Nurses' mastery of therapeutic communication skills is fundamental to patients feeling safe, heard and valued (Raphael-Grimm, 2014; Potter et al., 2021).

Interpersonal Process Recording (IPR): a traditional, written document that captures both verbal and non-verbal exchanges between two people.

Limitations: laborious and susceptible to the oversight or misinterpretation of pivotal interpersonal cues.



Results

Students embraced this audio-visual method for learning, practicing, and assessing therapeutic communication skills. Students methodically scrutinized interactions, pinpointing where and when better therapeutic approaches could improve their proficiency.

Implications for Practice

Nursing faculty need examples of how to harness technology to help students develop important nursing behaviors, e.g., interpersonal therapeutic communication skills. Faculty across the globe could use this method.

References



Purpose:

Provide an audio-visual interactive, feedback-supporting platform to more effectively enhance student learning



Methods

We used the artificial intelligence (AI) application, Yoodli, to capture and analyze students' verbal and nonverbal interactions during a peer interview. Time-stamped comment features allowed students, peers, faculty, and the AI technology to provide feedback on students' performance