

Offering premature or inappropriate reassurance  
Giving over-ready encouragement  
Defending a situation or opinion  
Using stereotyped comments or clichés  
Limiting expression of emotion by asking directed, closed-ended questions  
Interrupting and finishing the person's sentence  
Talking more than the interviewee  
Forming prejudged conclusions  
Deliberately changing the focus

### **Signs of Information Overload (Patient)**

Long periods of silence  
Wide eyes and fixed facial expression  
Constant fidgeting or attempting to move away  
Nervous habits (e.g., tapping, playing with hair)  
Sudden interruptions (e.g., asking to go to the bathroom)  
Looking around  
Yawning, eyes drooping  
Frequently looking at a watch or clock  
Attempting to change the topic of discussion

The nurse can correct communication blocks by careful analysis of the interview process. One of the best methods for improving interviewing skills is audiotape or videotape feedback. With