Interpersonal Exchange and the Therapoetics Discourse

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Abstract

Communication at all levels helps to build new and improved habits with a better goal, developing relationships, revealing information and feelings to one another, thereby redefining changes throughout our lives through interactions among others using language that creates an effective climate for the overall feeling or emotional mood of the individual. This paper seeks to examine the interpersonal and therapoetics communication skills that affect positive communication creating healing among individuals using the Affection Exchange theory. The qualitative research method was adopted using field observation and case studies. The findings revealed that personal identity increases personal reproductive opportunities thereby creating room for tolerance. It also creates a connection between individuals that will improve access to material and emotional resources that will lead to the survival of all. The study recommended that there is a need for individuals to consciously improve their affective therapy.

Keywords: Improvement, Affective, Interpersonal, Therapoetics, Communication skill

Introduction

The use of language at every level for effective communication is fundamental for which humans exit as it promotes and encourages peaceful co-existence among members of the society leading to sustainable development as communication creates awareness and information develops or changes an image or mindset leading to the change of attitude which is based on the source to the receiver. This could be achieved mostly in a face-to-face situation which makes it possible for feedback to be immediate. This is based on the fact that most time, these individuals have knowledge of each other and their communication engagement at some points is in an assembled place at times or through digitally enabled and feedback is also immediate. Furthermore, this could also be achieved through a public address system or any other device that can enhance the information exchange through point-to-point communication to a mass audience.

Interpersonal exchange and the therapoetics discourse can be viewed from the ways and manner of communication between two or more individuals to accomplish setting personal or cooperative goals using verbal and nonverbal communication. Most of the time, in a, cooperate environment the manner and method by which these messages are produced and transmitted from the sender to the receiver and other means of interpersonal communication could be through the memo, public relations, and cooperate branding.

Ilhan and Erbas (2016) rightly pointed out that everyone should know how to communicate and carry one's knowledge and expectation into a bear in practice is the beginning of solving communication problems based on the different conceptions of knowledge. Adding that, from the social-cultural perspective communication should be seen as a process which should be conceptualized by every individual in knowing how to talk and when to talk evaluation of individual at every given state or time. As such the message should be clear and easy to understand by the recipient.

In an African setting, customs, tradition and culture play host to the method and manner for which communication can be effective and these essentially make them highly effective enduring in the dissemination of information personally, inter-personally and through group communication (Asemah, et al, 2021) but

Ochonogor (2022) affirmed that the evolution of digital media has changed the ways of life, as digital platforms are recasting the relationship between individuals at all levels in the society.

Statement of the Problem

In a civilized society in a situation of arrest by the police one of their common languages is that "you are under arrest and that you have the right to remain silent as whatever you say shall be used against you in the law court...." in a medical situation, the doctors and medical officers will give you hope with words like "don't worry you will be fine, he/she will be fine, don't worry... This illness, you will come out of it, just take your medication rightly". There is a common saying that mind how you talk and when to talk as what you say can destroy or set a community on fire. To a dying soul, hopeful communication therapy and relations are key and it is considered to be one of the core element in the medical ethical principles as good communication have multiple impacts as it improved the medical, functionality and emotional condition of the patients and by extension the relatives of the patients, leading to compliance with the medical treatment, thereby reducing the risks of medical misconduct thereby building trust.

From the foregoing, none of the studies conducted has looked at the interpersonal exchange and therapoetics discourse. Hence, to fill this gap, this research will evaluate interpersonal exchange and therapoetics discourse. It is on this basis that the study seeks to find out how interpersonal communication and self-therapy can lead to healing.

Objectives of the study

The following objectives guided the study:

1. determine the types of spoken words that help in the healing process
2. examine how the tone and mood of the speaker help in assuaging ailments;
3. find out how space and time in spoken communication contribute to the healing process;
4. ascertain the influence of words in the healing processes of individuals

Literature Review

Interpersonal exchange

Asak and Ohiaggu (2013) noted that the interpersonal exchange of information is not just the giving of information but a piece of understandable information that the receiver receives and understands the message through interactions between the sender and the receiver which could be verbal or non-verbal, creating a see-saw exchange among them. Baran (2013) added that interpretation and feedback in most cases are immediate because of their level of sharing of meaning between the sender and the receiver with less interference. Furthermore, the interpersonal exchange is often face-to-face significant, promising and even more exploratory with less demanding sharing of meaning as both have almost the same level of understanding of themselves and their environment.

Wood (2016) affirmed that sometimes the interpersonal exchange exists in a range, from very unfriendly to highly personal. Citing Mead (1934) Wood (2016) noted that personal exchange is a result of communication between two individuals and as parents talk to their children and change occurs, leading to seeing our lives through others exchanging important fundamentals and self-concepts. This means that communication between interpersonal is dramatic as the mental and psychological development is interchanged during the processes of communication with the language that is known to both. Furthermore, communications with others do not only affect the individual exchange but create a sense of identity that is dramatically influenced by either the physical presence or the use of technological devices in their communication as it affects not just their emotional well-being but all around development thereby promoting health and healing, reducing anxiety and depressions.

The results for peaceful healing in communication between two individuals are based on engagement in human relations through interpersonal relationships as face-to-face cause more understanding and feedback to take place. Interpersonal is flexible as the countenance resistance is automatic in most cases, giving immediate rewards, as compliance or non-compliances are also expressed, pleasurable or displeasure and the receiver of the message can give immediate feedback thereby reducing uncertainty from both the sender and the receiver of the message (Van DEN BAN, 2008). This also falls in line with Wood's (2016)

position that the more individuals interact within themselves as district individuals, the more positive and healthy relationships and communication take place thereby developing intimacy and fashioning the relationship to meet the challenges of individual needs and developmental goals through the use of friendly words.

Ryff and Singer (2000) cited in Hargie (2021) noted that for there to be a developing society the channel and method of communication must be cordial and that individuals have to commune with each other. Pointing out that, there are three base needs of every individual which can be achieved through interpersonal such: competence, relatedness and autonomy. Furthermore, at the competence level, the individual needs involve the wish to feel confident and effective in carrying out actions to achieve one's goals. At the relatedness needs, the reflections on the desire to have a close connection and positive relationship with a significant relationship with other and at the autonomy levels, individuals want to feel in control of their destiny, rather than being directed by others. Therefore, to meet the desires and desirable needs of every individual, one-on-one plays a vital role as both the sender and the receiver have the same sharing of meaning which could be verbal or nonverbal symbols and signs as information exchange is a basic human function in which individuals request, provide and exchange information with the goal to reducing uncertainty (Communication theory 2013).

During the interpersonal exchange, individuals are not faced with problems of predicting only the present and past behaviours but can explain why individuals behave or believe in the way that they do and interpretation is immediate and provide alternatives if the need be. For the fact that communication fulfils several very important factions, the interpersonal exchange is usually personalized as feedback is immediate (Ndolo, 2006). Brooks (2009) affirmed that the immediate response portrays the attitude of the individual towards each other if there is acceptance, liking or hate and love as such, the response is most frequent and creates room for easy understanding as both use the language of common understanding. Adding that exchange follows based on one's liking of another person which could be characterized by the individual's behaviour and the important role that will lead to attraction. Most of the time these do not lie in the

eyes of the beholder but can be viewed from the level of interpersonal attraction as qualities of the attracted as well as the quality of the attractor.

Therapoetics Intonation and Relationship Discourse

Abbah (2021) avers that art of communication as a therapy addresses issues in human society even in post-traumatic stress disorders as it releases healing and at some points, it creates rooms to share personal experiences that may address individual concerns. Therapoetics at the interpersonal exchange from an unfamiliar person has qualities that could be derived from functions of developing relationships that could lead to better treatment through closeness and information exchange, accidental happenings such as running into someone for the first time and having fruitful deliberations, the similarity of personality and similarity of attitude. These may occur when the individual feels that the social needs communication is duly fulfilled having a sense of belonging (inclusion), the desire that each can influence the other with some sense of control of things that should happen (control) and the desire to have cared and to be loved via visa (affection) (Ndolo 2006).

Trinya (2019) noted that most times that inclusion, control and affection are based on the response given in the communication discussion that could be healing or healthier or palliation that comes from the communication that is emotional. Ken-Maduako (2022) affirmed that the interpersonal communication utterance of words many of the time means much not only to the speaker but also to the receiver as such the entrance of the words gives life even to the dying soul (Psalm 119:130) as words can kill and can make alive. Numbere (2011) affirmed that whether the words are divine or not, they have an impact and effects both the sender and the receiver as words bounce back to the speaker. Pointing out that when parents pronounce curses to children and people in later life are affected negatively not just by the receiver only but the society in general. Noting that words are life and they have all the characteristics of living things.

The Wounded Soul

Myss (2014) pointed out that in the world in general that people go about with wounds of various kinds such as words that can kill without a gun and can make alive, pointing out that healing is a social phenomenon which can be either

physical or emotional with a manipulative value. Stating that individuals most times like to focus and stay on their wounds with anger, guilt, and powerlessness, believing that nothing can be done or no one can get total healing. Furthermore, Myss noted that individuals can be healed progressively with encouragement and that the patients should consider what they can do that will aid their healing process by integrating their mind, body and spirit.

Babalola (2014) investigated the effects of intonation variants on the language of wider communication in a multi-lingual environment. The study examined the intonation with the various degree of manipulation given to the tone of the voice of the speaker indicating that the intonation reveals the different mood of the speakers in the sentence in the speech, the tones for declaration, imperative, interrogative subjunctive and infinitive outputs. Citing Quirk (2003) Babalola (2014) affirmed that intonation is how the level of voice changes to add meaning to the communication. The study recommended that the teaching of and the application of tone must be given adequate attention to promoting global mutual understanding and transparency in the communication processes among individuals.

Zulfugaroua (2018) examined the function of intonation in the English language, pointing out that without intonation that it is impossible to understand the expression and the thoughts that the speaker used in expressing his or her words that are communicated from the sender to the receiver. Adding that the stress, rhythm, connected speech and accent affect the intonation and manner in which the communication effects takes place between two or more individuals. Furthermore, the attitudinal, grammatical, focusing, discourse and psychological functions of the speaker helps in their interpersonal communication exchange. The study recommended that mastering intonation in communication will go a long way in fostering the relationship between two individuals thereby leading to healing.

Asadu, et al (2019) analyzed the intonation patterns of selected Nigerian bilingual educated speakers of English using Pierrehumbert's Auto-Segmental Metrical approach to intonation. The study revealed that there was a low level of proficiency in the use and assignment of accurate patter as such the use of low

pitch accent, and low boundary tone in the speeches of the individuals thereby affects the communication as it should be rising to non-effective communication, thereby creating tension. The study recommended that individuals should develop and increase their use of meaningful utterance in the use of words or sentences during their interpersonal exchange and not have issues of misinterpretations and less understanding.

Therapoetics Discourse

Ha, et al (2010) examined doctor-patient communication as a means to build on therapoetics in the doctor-patient relationship as the act and heart of medical practices. The study was a pointing out that the doctor's communication and interpersonal skill encompasses the ability to gather information to facilitate accurate diagnosis, counselling appropriately with the use of therapoetics instrument and establishing a caring relationship with patients. The study revealed that effective interpersonal exchange between doctor-patient has the potential for healing as it regulates emotional disorder, facilitating comprehensive medical information, with a better understanding between the doctor and the patients and by extension both the doctor and the patient's expectations as well. Furthermore, it was indicated that effective interpersonal exchange enhances control ability to tolerate each other, speedily recover from illness and increase daily function thereby reducing stress and enhancing their psychological adjustment, thereby improving their mental health. It was recommended that effective interpersonal exchange should be encouraged by both doctor-patient/patients relatives to enhance healing and mental habits.

Khan and Khan (2014) examined verbal abuse in schools and its devastating impact on child psychology. The study was aimed at examining the devastating impacts as children spend almost their early lives in schools and by extension on society as an adult. The study revealed that emotional abuse existed in schools and was perpetrated by teachers. The mode of the abuse was through offensive language such as threats, shouting, yelling and screaming, critical comments with harsh ones and passing nasty remarks. Findings indicated that although violence against children is entrenched in society, prior attention has not been given to handling issues relating to child right. The individual becomes the victim of verbal abuse on a daily basis by their teachers, parents and friends thereby leading to

developing heated against teachers, schools and the subjects to which the teachers teach. Furthermore, some dropped out of school as a result of being shy and inability to take more of the abuse that comes from the teachers and school environment.

The study recommended that stakeholders and concerned authorities should be informed about the devastating symptoms of verbal abuse on child psychology and should improve their surveillance as crucial situations are prevailing in the schools and communities as well. Furthermore, teachers should be re-educated on their duties, stop all forms of abuse from them, and colleagues and implement strategies that will enhance and help to access teacher competence, job satisfaction and stress. Additionally that the media and civil societies should play their roles in highlighting the dangers that come with such an impact on society in the near future.

DuBose, et al (2016) observed that healing is a factor of emotional and psychological acceptance, which is based on the results of the social, behavioural and functionality of acceptable change that aid healing through the access to view other person's perception and nature, light, noise control, barriers to the free environment and room layout. Adding that healing space evokes a sense of configuration of mind, body and spirit towards a positive full healing of the soul. Similarly, Gushee (2018) noted that time and space nurture the mind, body and spirits to enjoy peace, rest and vitality resulting in positive change, finding meaning and movement towards healing realisation of the body positively and shorter post-operation hospital stay, fewer negative evaluation comments from nurses, took fewer moderate to story analgesic doses and had a slightly lower score for minor post-surgical complication. Noting that time and space are contributory factors that aid healing processes which are based on the relationship between healthcare givers and their patients which can also be either a violation of personal or time-space through oral or written communication. Closing the gap between time and space through the avoidance of issues that are language-based barriers through the interchange of thought, opinions or information that leads to healing processes. These can be achieved basically with psychotherapy, counselling, medical counselling and healthcare. Lack of interpersonal exchange between individuals at various levels affected by health communication is more

common among people who lack strong interpersonal communication and most times lead to a silent death.

Theoretical framework

The study is hinged on the Affection Exchange theory. Affection Exchange theory was propounded by Fory Floyd in 2001. Floyd's postulations believed that affection communication fosters long-term survival between individuals and by extension the well-being of society. Littlejohn, et al (2017) noted that Floyd in his theory stated that affection exchange affects persons in three different dimensions. First is the dimension of the nonverbal message which includes touching, smiling and vocalic expressions (pitch, volume, rate and tone of the voice). The second dimension has to do with the verbal expression through telling or the expression of love or affection towards an individual and the third dimension has to do with the support and the things we do for others to let them know that we care about them. Furthermore, the theory believed that exchanging affection has a physical reward as it increases and improves access to material, emotional and reproductive opportunities as not receiving affection also has a physical aversive thus the absence of affection hurts the connection between individuals and reduced healthy living of the individual.

Floyd and Custer (2020) affirmed that the theory has to do with the contributions to health and wellness for both the sender and the receivers of the message. Adding that, the way and manners in which communication takes place have a healing therapy between individuals. Horan and Booth-Butterfield (2010) noted that the feeling of warmth and fondness that flow from person to person either verbal or nonverbal fosters long-term survival through reproduction increasing affection that will create room for adapting respect for human viability and fertility thereby impacting healthy living and healing.

Methodology

The qualitative research method was adopted using field observation covering from April to July 2024 and case studies. Wimmer and Dominick (2011) affirmed that case studies give an explanation of a given phenomenon and understanding as they focus on a particular situation. Wimmer and Dominick (2011, p.125) noted that field observation often makes an excellent pilot study because it identifies

important variables and provides useful preliminary information as the study takes place in natural settings. Wali (2019) also pointed out that using the observation research method gives first-hand information on the events as the information is situation-based behaviours and in a natural setting. Wali (2019) noted that the case studies have an in-depth because of the phenomenon in a given society such as the family, school, church, community or association.

The field observation was carried out at the University of Port Harcourt Teaching Hospital and Ignatius Ajuru University of Education, Rumuolumeni. It is believed that the data drawn from this will help the researcher to make generalizations concerning the population or the elements of consideration. The use of field observation research design in this study is vital because the design is used to investigate the interpersonal exchange and the therapoetics discourse as it regards healing through the use of words.

Presentation and discussion of findings

Communication at all levels helps to build new and improve habits with a better goal, developing relationships, revealing information and feelings from one to another, thereby redefining changes throughout our lives through interactions among others using language, tones and moods that will create an effective climate for the overall feeling or emotional mood of the individual. **This answers objective one**: **(determine the types of spoken words that help in the healing process).** The findings are similar to that of Ha, et al (2010) examination on doctor-patient communication as a means to build on therapoetics in the doctor-patient relationship as the act and heart of medical practices. Based on the fact that doctor's communication and interpersonal skill encompass the ability to gather information to facilitate accurate diagnosis, counselling appropriately having a good sense of words and establishing a caring relationship with patients as effective interpersonal exchange enhance control ability to tolerate each other, speedily recovery from illness and increase daily function thereby reduced stress and enhance their psychological adjustment. It, therefore, recommended that effective interpersonal exchange should be encouraged by all to enhance healing and mental habits.

To answer objective two: (examine how the tone and mood of the speaker help in assuaging ailments). The study found that the tone and the mood of the speaker go a long way in aiding the healing process as indicated in the founding of Khan and Khan's (2014) examination of verbal abuse in schools and its devastating impact on child psychology. Their study revealed that emotional abuse existed in schools and was perpetrated by teachers. The mode of the abuse was through offensive language such as threats, shouting, yelling and screaming, critical comments with harsh ones and passing nasty remarks. Their findings indicated that although violence against children is entrenched in society, prior attention has not been given to handling issues relating to child right. This individual becomes parents who are the victim of verbal abuse on a daily basis by their teachers, in turn, transfer these attitudes to their children thereby leading to developing heated against teachers, schools and other members of the society. As individual increased daily so the intonation and mood change affects the speaker. Stakeholders and concerned authorities must look at the devastating symptoms of verbal abuse, and the media and civil societies should play their roles in highlighting the dangers that come with such an impact on the society in the near future. Individuals must develop and increase their use of meaningful utterances in the use of words or sentences during their interpersonal exchange and not have issues of misinterpretations and less understanding (Asadu, et al, 2019).

To answer objective three: (find out how space and time in spoken communication contribute to the healing process). This is in line with the findings of Gushee (2018) who believe that time and space care for the mind, body and spirits to enjoy peace, rest and vitality resulting in positive change. He also holds that time and space can find meaning and movement towards healing that is realised through the post-operation hospital stay, fewer negative evaluation comments from nurses, look fewer moderate-to-story analgesic doses and slightly lower scores for minor post-surgical complications. Noting that time and space are contributory factors that aid healing processes between healthcare givers and their patients' violation of personal or time-space through oral or written communication. Also, Myss (2014) noted that people going about with wounds of various kinds as such, a word can kill without a gun and can make alive, observing that healing is a social phenomenon which can be either physical or emotional with a manipulative value from both the doctor and nurses.

To answer objective three: (ascertain the influence of words in the healing processes of individuals) this alien with Trinya's (2019) position that most times that inclusion, control and affection are based on the influence of words based on the response giving in communication discuss that could trigger healing or palliation that comes from the communication that is emotional and can influence the individuals. Also, Numbere (2011) aver that words are divine and that they have an impact and effects both the sender and the receiver as words bounce back to the speaker. Noting that when parents made pronouncement it influences the people later life or immediately which can are affected negatively not just the receiver only but the society in general. Noting that words are life and they have all the characteristics of living things.

Conclusion

The study confirmed that communication at all levels helps to build new and improve habits with a better goal, developing relationships, revealing information and feelings to one another, thereby redefining changes throughout our lives through interactions among others using language that creates an effective climate for the overall feeling or emotional mood of the individual leading to healing. Furthermore, that personal identity increases personal and health productive opportunities thereby creating room for tolerance. Therapoetics creates a connection between individuals that will help improve access to material and emotional resources that will lead to mental survival. Theoretically, the study juxtaposed the position of the Affection Exchange theory which believes that healing comes from the affection communication that comes from two or more individuals who know either themselves or of the subject matter thereby fostering long-term survival between these individuals and by extension the well-being of the society.

Recommendation

The study recommended that there is a need for medical workers should have a conscious way of talking to others either patients or caregivers members of staff, and also individuals to consciously improve on their affective therapy for cordial relationships between doctor-patients/caregivers to foster speedily healing processes which can be of the mind, body and spirit.

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