# Answers to Questions in the Workbook, Chapter 5, Communication Skills

**Activity A FILL IN THE BLANKS**

The sender is the person with information to share, and the receiver is the person for whom the information is intended. The sender delivers the information in the form of a message, which the receiver may or may not understand. Through feedback, or a return message, the receiver lets the sender know whether the message was received and understood.

**Activity B MULTIPLE CHOICE**

* 1. **d.** All of the above
  2. **c.** Sign language or writing out a question to a resident who lacks the ability to hear
  3. **b.** Mrs. Smith grimaces and groans softly when she gets up from her bed and attempts to stand.

**Activity C IDENTIFY THE STATEMENTS**

1. V
2. N
3. N
4. V
5. V
6. N
7. N
8. V

**Activity D MULTIPLE CHOICE**

**1.** **d.** All of the above

**2.** **b.** Crossing your arms across your chest

**3.** **a.** “Mr. Kim, tell me all about a favorite meal you enjoyed in your younger days.”

**4.** **c.** “Could you please repeat these instructions back to me so I can make sure that I didn’t leave anything out?”

**5.** **d.** All of the above

**6.** **d.** All of the above

**Activity E TRUE OR FALSE**

**1.** **T**

**2.** **F.** Do not ask a supervisor to mediate immediately, since it could elevate the conflict.

**3.** **T**

**4.** **T**

**5.** **F.** Telling the person how you feel about them may shift the focus of the conflict and the situation may worsen.

**6.** **F.** Focus on “I” more than “YOU.”

**7.** **T**

**8.** **F.** Ask the other person for their insight into solutions for resolving the conflict.

**Activity F MULTIPLE CHOICE**

**1. d.** Provide information about a patient’s or resident’s condition to the caller.

**Activity G MULTIPLE CHOICE**

**1. a.** Ms. Jackson, a patient at the hospital, complains of abdominal pain immediately after a meal.

**Activity H CHOOSE THE RIGHT ANSWER**

**1.** X

**2.** X

**3.**

**4.** X

**5.** X

**Activity I MATCHING**

**1. d**

**2. c**

**3. a**

**4. e**

**5. b**

**Activity J SHORT ANSWER**

Medical record (chart)

**Activity K SHORT ANSWER**

Observe the color and temperature of Mrs. Tan’s skin; measure her blood pressure; take her pulse.

**Activity L FILL IN THE BLANKS AND REARRANGE IN THE CORRECT ORDER**

**1.** Implementation

**2.** Evaluation

**3.** Diagnosis

**4.** Assessment

**5.** Planning

**Activity M CROSSWORD**

3

5

1

2

4

| 1R |  |  | 2S | 3I | G | N | S |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| E |  |  |  | N |  |  |  |  |
| P |  |  |  | T |  |  |  |  |
| O |  |  |  | E |  |  |  |  |
| 4R | E | 5C | O | R | D | I | N | 6G |
| T |  | O |  | V |  |  |  | O |
| I |  | N |  | E |  |  |  | A |
| N |  | F |  | N |  |  |  | L |
| G |  | L |  | T |  |  |  | S |
|  |  | I |  | I |  |  |  |  |
|  |  | C |  | O |  |  |  |  |
|  |  | T |  | N |  |  |  |  |
|  |  |  |  | S |  |  |  |  |