**Guided Lecture Notes, Chapter 5, Communication Skills**

### **Learning Objective 1.** Define communication. (Refer to PowerPoint slide 2.)

### Ask the students “What is communication?” and write down their responses.

### Organize the students’ responses to define communication as an exchange of information.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 2.** Describe the two major forms of communication and give examples of each. (Refer to PowerPoint slides 3 and 4.)

### Explain the difference between verbal and nonverbal communication, and provide examples of each. Show students the power of nonverbal communication by offering a verbal cue (“I believe you”) that is contradicted by nonverbal cues (rolling your eyes while standing with your arms crossed and your eyebrows raised).

### Explain the importance of nonverbal communication for a nursing assistant. Stress that verbal communication tends to be deliberate, while nonverbal communication tends to be subtler. Of the two forms of communication, nonverbal communication is perhaps the more reliable method of “reading” another person, especially in the health care field. Patients and residents at times do not open up and communicate their feelings. Nonverbal cues such as facial expressions, gestures, and body language will give the nursing staff greater understanding of a patient’s or resident’s feelings and needs. Discuss how the tone of voice used when speaking to a person can be a powerful form of nonverbal communication.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 3.** Discuss techniques that promote effective communication. (Refer to PowerPoint slides 5 to 19.)

### Discuss the process of exchanging information with the help of the PowerPoint presentation. Cover the following points:

### The sender creates a message.

### The sender delivers the message.

### The receiver receives the message.

### The receiver provides the feedback.

### Have students break down the steps of communication and give examples of how effective communication can fail with each step. In this age of advancing technology, voice mail and e-mail can be used as analogies.

### Use examples of how nonverbal communication can enhance or reduce the effectiveness of verbal communication. Ask the students if they can watch TV without being able to hear the sound and still have a good idea of what is going on because of the nonverbal communication.

### Discuss some of the tactics that enhance communication. For example, being a good listener is one of the most important tactics for effective communication.

### Discuss (with examples) why a nursing assistant must be a good listener. Stress that to be a good listener, a person must:

### Focus attention on the speaker and the information.

### Sit down and assume a relaxed posture.

### Maintain eye contact with the person they are talking to.

### Avoid interrupting the person when they speak or try to communicate.

### Explain the importance of body language: explain that a nursing assistant should be aware of their body language. Use of positive and negative body language can affect communication. Some examples have been provided below that can be enacted for the students.

### Negative body language:

### Crossing your arms across your chest

### Tapping your feet or fingers

### Frequently looking at your watch or toward the door

### Positive body language:

### Facing the person

### Nodding as they speak

### Smiling or looking serious as appropriate

### Making vocal sounds to indicate your interest

### Being at eye level with the speaker

### Providing a comforting touch

### Have learners refer to learning activities located at the end of the chapter.

### *Tone of Voice*

### Negative---sharp or hurried

### Positive---slow and soothing

### **Learning Objective 4.** Describe obstacles to effective communication and how to avoid them. (Refer to PowerPoint slides 20 and 21.)

### Explain (with appropriate examples) the blocks to effective communication and how they are instrumental in the breakdown of communication. Discuss blocks such as a person not listening carefully when spoken to, being judgmental, and interrupting the other person. Discuss improperly addressing individuals, improper talk, false assumptions about patients or residents. Stress the importance of making sure that vision and hearing appliances are in use and working properly.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 5.** Identify causes of conflict and ways to resolve it. (Refer to PowerPoint slides 22 and 23.)

### Discuss the factors that are responsible for a conflict between two or more people.

### Explain the approaches for resolving the conflict. Stress that good communication is essential to preventing conflict, as well as helping to resolve it.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 6.** Demonstrate proper telephone communication skills. (Refer to PowerPoint slides 24 and 25.)

### Explain that health care facilities have policies that should be followed regarding what sort of information should be given to a caller on the telephone.

### Discuss proper use of cell phones and interactions on social media.

### Discuss HIPAA guidelines concerning patient or resident confidentiality.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 7.** Explain how the nursing assistant is a vital link in the communication chain and how they communicate information to other members of the health care team. (Refer to PowerPoint slides 5, and 26 to 28.)

### Explain that a nursing assistant should be well aware of their job description and should work within the parameters defined by facility policy to ensure effective communication. Also stress that ensuring effective communication also helps avoid legal complications.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 8.** Discuss the methods of reporting and recording information in a health care setting. (Refer to PowerPoint slides 26 to 36.)

### Explain the terms objective data and subjective data and provide examples of each. Stress how subjective data can be supplemented with objective data.

### Describe the processes of communicating information through reporting.

### Describe the process of recording. Review the medical chart and discuss the purpose of each form in the chart with the students.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 9.** Explain how the patient’s or resident’s medical record facilitates communication among members of the health care team. (Refer to PowerPoint slides 28 to 36.)

### Keep examples of medical charts and a Kardex file in the classroom, so that the students can look at the different forms that are used and practice using these tools to locate important information about the care they need to provide for their patients or residents.

### Discuss the importance of maintaining a resident’s or patient’s confidentiality when recording (and reporting).

### Show the Kardex card and explain the information that is stored in the Kardex.

### Discuss the guidelines for recording a person’s data.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 10.** Describe communication technologies used in the health care field today. (Refer to PowerPoint slides 31 to 33.)

### Explain how a person’s medical record can be maintained by entering data into a computer in response to the computer’s prompts, rather than by filling out a paper form.

### Have learners refer to learning activities located at the end of the chapter.

### **Learning Objective 11.** List the steps of the nursing process and describe how the nursing team uses them to plan the patient’s or resident’s care. (Refer to PowerPoint slides 37, 38, 39, 40, and 41.)

### Explain each step of the nursing process and explain that the nursing process is a way for the nursing team to communicate with one another about the patient’s or resident’s needs, and the steps that will be taken to meet those needs.

### Discuss the important role played by the nursing assistant as a member of the nursing team especially when implementing and evaluating a patient’s or resident’s nursing care plan.

### Have learners refer to learning activities located at the end of the chapter.

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