3

Communication Skills

1. Review the key terms in Learning Objective 1 before completing the workbook exercises

2. Explain types of communication

True or False

1. __T__ People communicate with words, pictures, and behavior.

2. __F__ The receiver and sender do not switch roles as they communicate.

3. __T__ Speaking and writing are two examples of verbal communication.

4. __F__ How a person's voice sounds and the words he chooses are not important during communication.

5. __T__ Nonverbal communication includes posture and facial expressions.

6. __T__ Making positive changes in body language will improve communication.

7. __F__ A nursing assistant can be helpful by finishing a resident's sentences to show that she understands what he is telling her.

8. __T__ The nursing assistant should use mostly facts when communicating with the care team.

Short Answer

State whether each behavior is an example of positive or negative nonverbal communication. Write P for positive or N for negative.

1. __P__ Smiling

2. __N__ Crossing arms in front of the body

3. __N__ Looking away while someone is talking

4. __P__ Leaning forward in a chair

5. __N__ Pointing at someone while speaking

6. __N__ Rolling eyes

7. __N__ Tapping a foot

8. __P__ Nodding while a person is speaking

3. Explain barriers to communication

Scenarios
Read the scenarios below and answer the questions.

Nursing assistant Barbara Smith thinks resident Mrs. Gold is in pain. Barbara asks her if she is okay. Before Mrs. Gold answers, Barbara looks around the room and begins to gather her supplies to leave. Mrs. Gold simply says, "Yes."

1. Identify the barrier to communication occurring here and suggest a way to avoid it.

There are two barriers here. The first is that if the NA thought that the resident was in pain, the first question should have been, "Where are you in pain?" The second barrier was that she should have waited patiently for the resident to respond." Immediately gathering up her supplies without even spending the time to find out if the pain existed and where it was, was negligent.

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