

**CHAPTER
11****Communication and Caring**

Use the following exercises to reinforce and practice what you have learned in the text.

Defining Section 11.1 Key Terms

Instructions: *Provide the key term that matches each definition.*

1. the process of restating what you believe was said to make sure you heard the message correctly

2. words, phrases, and language used by a specific group of people or culture

3. a question that requires only a one-word answer, such as *yes* or *no*

4. unconscious behaviors that enable people to ignore or forget situations or thoughts that cause fear, anxiety, and stress

5. a person who translates written or spoken words into another language

6. the process of showing interest in what a person is saying; includes paying attention, clarifying, and summarizing what a person has said

7. a question that requires more than a one-word answer

8. describing someone using a specific word or phrase

9. an opinion or feeling that is formed without facts and that often leads to unfair feelings of dislike for a person or group because of race, sex, or religion

10. gestures, posture, and movements that communicate a person's thoughts and feelings

11. a person's ability to understand fully and use information about health, diseases, conditions, or treatments

12. any actions, behaviors, or situations that block or interfere with a person's ability to successfully send and receive communication messages

Holistic Communication

Instructions: *Provide the term that completes each sentence.*

1. Even before people began to speak and write, they used cave paintings, rock carvings, and rock paintings to ____.

2. ____ is the way people exchange information with one another.

3. People send and receive messages both ____ (with words) and ____ (without words).

4. When communication is ____, it considers all aspects of a resident's body, mind, and spirit.

5. Holistic communication involves being fully ____ and focused on an exchange with another person.

6. Holistic communication promotes ____ and well-being.

7. Holistic communication keeps lines of communication ____ to achieve a caring environment.

8. Successful holistic communicators are accurate, honest, timely, and ____.

9. Holistic communication helps nursing assistants and residents develop trusting, respectful ____.

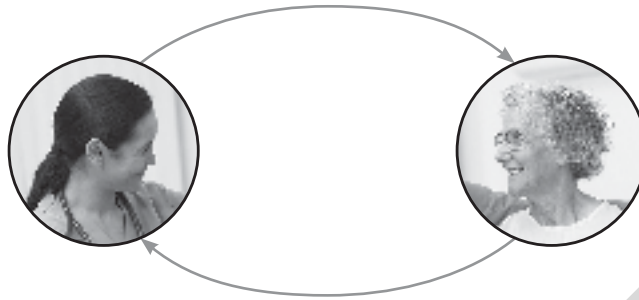
Understanding Communication

Instructions: *Identify whether each statement is true or false.*

1. ____ *True or False?* A holistic nursing assistant effectively communicates with residents, residents' families, and members of the healthcare team to deliver safe, quality care.
2. ____ *True or False?* The four basic components of effective communication are the sender, mode of communication, recipient, and flashback.
3. ____ *True or False?* In communication, the sender initiates communication, determines the content of the message, and evaluates the best way to deliver the message clearly.
4. ____ *True or False?* The sender chooses the *mode of communication*, or the way the message is sent.
5. ____ *True or False?* The four modes of communication for sending a message are speaking, listening, using body language, and writing.
6. ____ *True or False?* The mode of communication chosen rarely depends on the situation.
7. ____ *True or False?* Clarity is important for ensuring the intended message is received accurately.
8. ____ *True or False?* People are always aware of their body language.
9. ____ *True or False?* Once a message is sent, the recipient receives the message by carefully listening to the spoken words and by observing the tone and pitch of the sender's voice and the sender's body language.
10. ____ *True or False?* Feedback is a response from the recipient that confirms the sender and the recipient have the same, or a similar, perception of the message.

Identifying Components of Communication

Instructions: *Identify the four components of communication.*



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1. Component 1: _____
2. Component 2: _____
3. Component 3: _____
4. Component 4: _____

Types of Communication

Instructions: *Indicate the letter of the best answer.*

1. ____ Which of the following is true of verbal communication?
 - A. It occurs when people use spoken words to express themselves.
 - B. It accounts for about 75 percent of all human communication.
 - C. It is 90 percent nonverbal.
 - D. It involves making facial expressions and body gestures.
2. ____ Examples of nonverbal communication include ____.
 - A. pointing your finger, shaking your head, making facial expressions, or using body gestures
 - B. telling a resident how you feel
 - C. slumping your shoulders to convey confidence
 - D. using a thumbs-down gesture to reflect a positive feeling
3. ____ Body language is ____.
 - A. a type of nonverbal communication that uses gestures and body movements
 - B. always direct and straightforward
 - C. not as powerful as verbal language
 - D. always interpreted by others the way it was intended
4. ____ Which of the following is true of how comfortable zones of personal space are expressed in the United States?
 - A. Personal space (1.5–4 feet) is reserved for business associates.
 - B. Intimate space (1.5 feet or less) might be shared with family, very close friends, and pets.
 - C. Social space (4–12 feet) is shared with very close friends.
 - D. Public space (12 feet or more) is reserved for significant others.

Making Observations

Instructions: *Provide the term that completes each sentence.*

1. Using the ____ of sight, smell, touch, and hearing improves observations and makes interactions more meaningful.

2. ____ a resident's facial expressions can help you realize if the resident is in pain.

3. The sense of _____ may identify a foul odor, which can alert the nursing assistant to a possible new infection.

4. The sense of _____ helps a resident feel cared about, but also reveals changes in skin temperature.

Telephone Communication

Instructions: *Provide the term that completes each sentence.*

1. Telephones in healthcare facilities are more than just devices; they provide a way to share and gather _____.

2. The same legal requirements and _____ that affect face-to-face and written communication also affect information shared over the telephone.

3. If important information is shared over the telephone, the nursing assistant should write this information down and verify by _____ the information back to the caller.

4. If the information shared is outside the nursing assistant's legal _____, the nursing assistant should let the caller know and seek a member of the licensed nursing staff.

5. If the nursing assistant is taking a message, they should ask the caller to _____ his or her name and any unfamiliar words.

6. Examples of calls that are outside the nursing assistant's scope of practice include receiving _____ orders.

7. Never use _____ or medical abbreviations when speaking to someone on the telephone.

Using the Telephone

Instructions: *With a partner, review the nine guidelines for proper nursing assistant telephone communication found in the chapter. For this hands-on activity, each partner should write a fictional scenario involving a resident calling a nursing assistant on the telephone. Call your partner on the telephone and act out your scenario. When your partner calls you, practice following the nine guidelines of proper telephone communication during the call. Reflect with your partner and discuss the two barriers that you found to be most challenging.*

Overcoming Communication Barriers

Instructions: *For each of the following communication barriers, explain how the barrier prevents communication and how the barrier can be overcome.*

1. jargon and slang

2. stereotypes and labels

3. advice

Name _____

4. cultural barriers

5. hearing impairments

6. vision impairments

7. speech impairments

8. cognitive challenges

9. defense mechanisms

Recognizing Defense Mechanisms

Instructions: *Identify the defense mechanism for each description.*

1. rejecting the truth about one's feelings, experiences, or facts

2. refusing to remember a traumatic or painful situation

3. reverting back to childlike behaviors when fearful, anxious, or angry

4. transferring a bad or negative feeling, such as anger, away from the source and onto someone or something else

5. believing that others feel a certain way when, in fact, the feelings are yours

6. feeling one way inside, but outwardly expressing the feeling in an opposite way

7. focusing on facts, logic, and reasoning instead of a stressful feeling or uncomfortable emotion

8. using logic to excuse unacceptable behaviors and feelings

Accurate Communication

Instructions: Form small groups. Designate one person as the researcher. The researcher should use online resources to research how one of the best-known Superman actors died from a decubitus ulcer. The researcher should write down this information and then pass the information off to another team member. The second person should verbally communicate the information to the third person. Continue communicating the information until the last person in the group has been reached. Have the last person announce his or her understanding of the information to the entire group. Then, compare the original written information to the final, verbal version. Was the information communicated accurately throughout the group? The objective of this activity is accurate reporting of the information without error, but this rarely happens.

Ways to Improve Communication

Instructions: Indicate the letter of the best answer.

1. ____ If communication is difficult, it is best to ____.
 - A. use a communication strategy called passive listening
 - B. be patient, listen carefully, and try to clarify and reflect what is being communicated
 - C. initiate proper interrogation to help improve the communication barrier
 - D. accept that active listening makes successful communication impossible
2. ____ Which of the following describes active listening?
 - A. showing interest in the person speaking and in what is being said by paying attention and providing good eye contact
 - B. looking directly at the speaker with a stare
 - C. using eye contact to help the speaker feel what he or she is saying is unimportant
 - D. sitting down, leaning into the speaker's personal space, and nodding your head
3. ____ Clarification involves ____.
 - A. saying, "I want to be sure I understand why you refuse to get along with me."
 - B. saying, "What is your problem?"
 - C. asking another person to clarify a message by saying, "I want to be sure you understood me; are you deaf?"
 - D. restating what you believe was said to make sure you heard the message correctly
4. ____ What is reflection?
 - A. a technique in which the resident looks in a mirror and tells the nursing assistant how he or she feels
 - B. a method of identifying a resident's feelings so they can be directly reported to the doctor
 - C. a technique in which one listens, identifies the feelings expressed nonverbally, and asks questions to bring out those feelings
 - D. a feeling of tension and frustration that the resident must release
5. ____ The most effective questions ____.
 - A. are *why* questions that make people feel defensive and express their angry feelings
 - B. result in one-word answers such as *yes* or *no*
 - C. are open-ended questions that lead to more than a one-word answer
 - D. will retrieve details that the resident may be trying to hide from his or her family

Defining Section 11.2 and 11.3 Key Terms

Instructions: Provide the definition for each key term.

1. anger

2. assertive

3. caring

Name _____

4. collaboration

5. compromise

6. conflict

7. fear

8. giving of self

9. interpersonal relationships

10. intimate relationships

11. phobias

Interpersonal Relationships

Instructions: *Provide the term that completes each sentence.*

1. There are ____ types of interpersonal relationships.

2. ____ relationships are based on interactions between parents, siblings, and extended family members.

3. Families' patterns of communication are based on ____, habit, and familiarity.

4. Relationships called ____ are built on similar likes, dislikes, plans, goals, and desires.

5. ____ relationships develop from romantic feelings and love.

6. Nursing assistants develop ____ relationships with coworkers, residents, and residents' family members.

Building and Maintaining Professional Relationships

Instructions: *Complete the following strategies for building and maintaining professional relationships.*

1. Be ____, be responsive, and focus on others.

2. ____ others' views and opinions.

3. Be ____ by making sure residents have the assistance they need.

4. Be ____ by avoiding stereotypes and labels.

5. Be trustworthy and ____ so others can count on you.

6. Be appreciative, ____, and optimistic.

7. Be a(n) ____ player.

8. Manage ____ and conflict appropriately.

Feelings in Professional Relationships

Instructions: Identify whether each statement is true or false.

- ____ True or False? Feelings have no effect on a professional relationship.
- ____ True or False? It is not possible for a nursing assistant to transfer negative feelings onto a resident.
- ____ True or False? Transference can negatively affect relationships with residents and the nursing assistant's ability to provide holistic care.
- ____ True or False? Residents may also unconsciously transfer feelings about another person onto a nursing assistant.
- ____ True or False? To handle feelings well, the nursing assistant should focus on effective communication skills and the best way to deliver care.

Empathy

Instructions: Provide the terms that complete the paragraph.

__(1)__ is different than sympathy. __(2)__ is a feeling of __(3)__ for others with a hope that they become happier or better off. Empathy goes __(4)__ sympathy. It is a more __(5)__ response where you are feeling with another. A person who tends to be empathetic usually demonstrates several __(6)__. These include __(7)__ deeply about others, being a good active __(8)__, and quickly __(9)__ how others __(10)__.

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

Caring Skills

Instructions: *Provide the skill that matches each description.*

1. quality of making one's self available and open to others and putting residents' needs first

2. understanding for another person's feelings and emotions

3. willingness to wait and understand

4. knowledge of responsibility and commitment never to take shortcuts

5. pursuit of information about residents

6. ability to think and act quickly to overcome challenges and solve problems

Understanding Anxiety, Fear, and Anger

Instructions: *Provide the term that completes each sentence.*

1. Residents may deal with _____ by crying, expressing anger, or shutting down emotionally.

2. Anxiety disorders include _____ (unsupported, exaggerated fears), panic, post-traumatic stress disorder (PTSD), and obsessive-compulsive disorder (OCD).

3. To calm their own anxiety, caregivers can take slow, deep _____.

4. _____ is a feeling of being scared, emotionally out of control, and overwhelmed.

5. Fear is an unpleasant emotion that occurs in response to an identified _____ or the presence of danger.

6. Fear has physical effects due to the actions of the sympathetic nervous system (SNS), which causes the _____ response.

7. _____ is a powerful feeling that develops from frustration, displeasure, or a threat.

8. _____ is a mild form of anger; rage is an extreme form.

9. Instead of demonstrating anger outwardly, some people turn anger inward, which can cause serious physical symptoms and ____.
- ____
10. Often, residents' anger comes from feeling as if they have lost ____ over their own lives, leading to feelings of frustration or helplessness.
- ____

Conflict Management: Managing Feelings

Instructions: Complete the first three steps for managing feelings in the face of conflict.

1. ____ any angry feelings.
- ____
2. Stay in the ____ and focus on the situation.
- ____
3. ____ assigning any blame.
- ____

Conflict Management: Problem-Solving

Instructions: List the six steps for using problem-solving to manage a conflict.

1. Step 1. _____
2. Step 2. _____
3. Step 3. _____
4. Step 4. _____
5. Step 5. _____
6. Step 6. _____