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.

Language And Sentnce Skill Practice Chapter Answers

M Walker

Language And Sentnce Skill Practice Chapter Answers:

Language And Sentnce Skill Practice Chapter Answers Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the power of words has are more evident than ever. They have the ability to inspire, provoke, and ignite change. Such could be the essence of the book **Language And Sentnce Skill Practice Chapter Answers**, a literary masterpiece that delves deep in to the significance of words and their affect our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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