

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

- T People communicate with words, pictures, and behavior.
- F The receiver and sender do not switch roles as they communicate.
- T Speaking and writing are two examples of verbal communication.
- F How a person's voice sounds and the words he chooses are not important during communication.
- T Nonverbal communication includes posture and facial expressions.
- T Making positive changes in body language will improve communication.
- F A nursing assistant can be helpful by finishing a resident's sentences to show that she understands what he is telling her.
- 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.

- P Smiling
- N Crossing arms in front of the body
- N Looking away while someone is talking

- P Leaning forward in a chair
- N Pointing at someone while speaking
- N Rolling eyes
- N Tapping a foot
- 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."

- 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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Table of Contents Communicative Course A Level 2 3

1. Understanding the eBook Communicative Course A Level 2 3
 - The Rise of Digital Reading Communicative Course A Level 2 3
 - Advantages of eBooks Over Traditional Books
2. Identifying Communicative Course A Level 2 3
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Communicative Course A Level 2 3
 - User-Friendly Interface
4. Exploring eBook Recommendations from Communicative Course A Level 2 3
 - Personalized Recommendations
 - Communicative Course A Level 2 3 User Reviews and Ratings

- Communicative Course A Level 2 3 and Bestseller Lists
- 5. Accessing Communicative Course A Level 2 3 Free and Paid eBooks
 - Communicative Course A Level 2 3 Public Domain eBooks
 - Communicative Course A Level 2 3 eBook Subscription Services
 - Communicative Course A Level 2 3 Budget-Friendly Options
- 6. Navigating Communicative Course A Level 2 3 eBook Formats
 - ePub, PDF, MOBI, and More
 - Communicative Course A Level 2 3 Compatibility with Devices
 - Communicative Course A Level 2 3 Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Communicative Course A Level 2 3
 - Highlighting and Note-Taking Communicative Course A Level 2 3
 - Interactive Elements Communicative Course A Level 2 3
- 8. Staying Engaged with Communicative Course A Level 2 3
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Communicative Course A Level 2 3
- 9. Balancing eBooks and Physical Books Communicative Course A Level 2 3
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Communicative Course A Level 2 3
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Communicative Course A Level 2 3
 - Setting Reading Goals Communicative Course A Level 2 3
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Communicative Course A Level 2 3
 - Fact-Checking eBook Content of Communicative Course A Level 2 3
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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