

	<h2>N.C. Nurse Aide I Curriculum</h2>
	<h1>MODULE D</h1> <h2>Communication</h2>
	<small>DHSR/HCPRI/CARE NAT I Curriculum - July 2013</small>

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	<h2>Objectives</h2>
	<ul style="list-style-type: none"> <li>■ Describe successful and unsuccessful techniques of communication with residents.</li> <li>■ Explain the importance of culture when communicating with Asian, Hispanic, and Native American people.</li> <li>■ List skills that a nurse aide needs to communicate effectively with a variety of people, from a variety of cultures.</li> </ul>
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	<h2>Communication</h2>	
	<p>Successfully getting and receiving messages</p>	
	<p>Parts include:</p> <ul style="list-style-type: none"> <li>■ Message</li> <li>■ Sender</li> <li>■ Receiver</li> <li>■ Feedback</li> </ul>	
	<p>"I am very hungry. Let's go out to lunch."</p>	
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## Verbal Communication



The act of sending/receiving the spoken message



"Stop, don't go there!"

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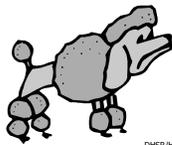
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## Non-verbal Communication

- Also called body language
- Body positions & actions



- The conscious or unconscious signals
- Examples?

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## Forms of Communication



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## Importance of Communication

- Must communicate successfully to meet resident needs
- Can encourage expression of feelings
- Must avoid using non-successful techniques of communication



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## Barriers to Successful Communication

- Noisy room
- Lack of privacy
- Talking fast
- Sender or receiver is confused



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## Barriers to Successful Communication



- Blindness
- Speech difficulty by sender
- Prejudices
- Frustrations by sender or receiver

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## Barriers to Successful Communication

- Attitudes
- Different life experiences



- Cultural differences

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## Nurse Aide's Role

Develop skills that will enhance successful verbal communication

- Show interest
- Hear what is being said
- Avoid interrupting
- Ask questions
- Learn patience
- Eliminate environmental distractions
- Understand that silence is very effective

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## Culture and Communication



The United States has a diverse population

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# Culture

Is a view of the world as well as a set of values, beliefs, and traditions that are handed down from generation to generation



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## Nurse Aide's Role



- Cultural sensitivity
- Accept resident as individual
- Follow nursing care plan
- Demonstrate respect
- State own name slowly
- Follow cultural preferences
- Communicate in non-threatening manner

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## Culture and Communication – Adopt Special Approaches

- Use a caring tone
- Speak slowly and distinctly
- Repeat message
- Focus on single idea
- Allow silence
- Note words that resident understands



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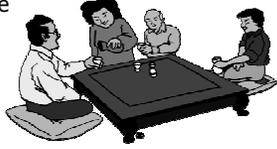
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## Culture and Communication – Adopt Special Approaches

- Keep messages simple and repeat often
- Avoid medical terms and abbreviations
- Pay attention to nonverbal behavior
- Use a language dictionary, if available



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## Health Care System Has its Own Culture.....

- Beliefs
- Practices
- Rituals
- Expectations



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**The End**

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