

# **N.C. Nurse Aide I Curriculum**

## **MODULE D** **Communication**

# Objectives

- Describe successful and unsuccessful techniques of communication with residents.
- Explain the importance of culture when communicating with Asian, Hispanic, and Native American people.
- List skills that a nurse aide needs to communicate effectively with a variety of people, from a variety of cultures.

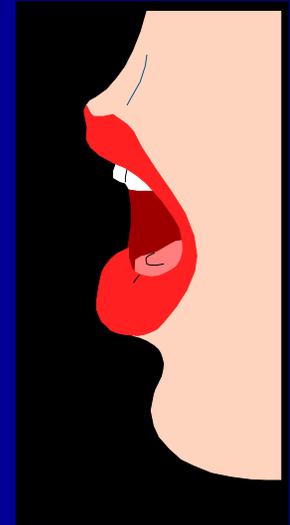
# Communication

Successfully getting and receiving messages



Parts include:

- Message
- Sender
- Receiver
- Feedback



"I am very hungry. Let's go out to lunch."

# Verbal Communication



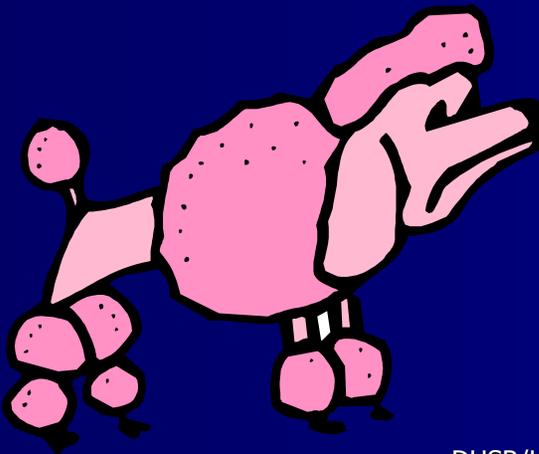
The act of  
sending/receiving  
the spoken  
message



"Stop, don't go there!"

# Non-verbal Communication

- Also called body language
- Body positions & actions



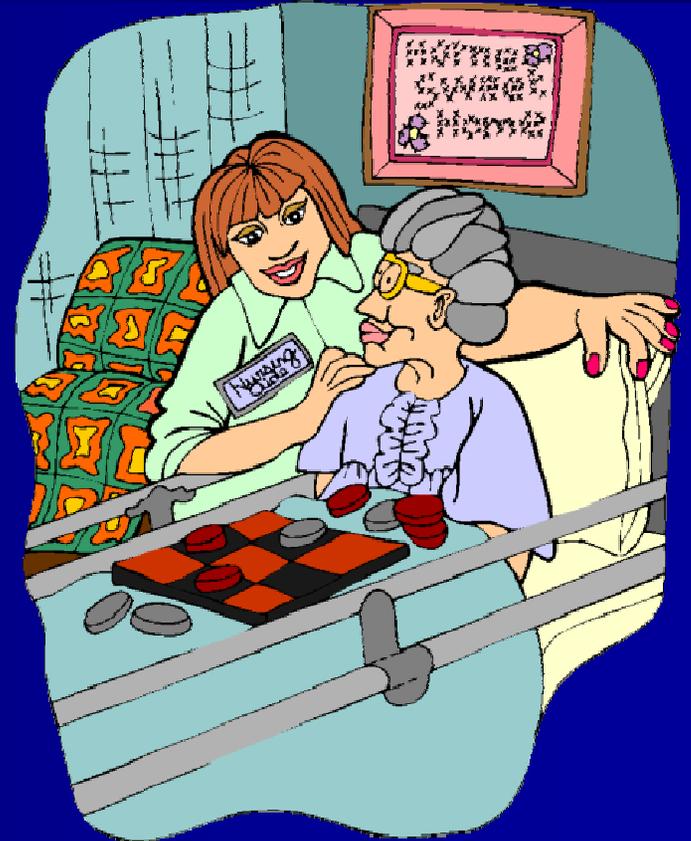
- The conscious or unconscious signals
- Examples?

# Forms of Communication



# Importance of Communication

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



# Barriers to Successful Communication

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



# Barriers to Successful Communication



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

# Barriers to Successful Communication

- Attitudes
- Different life experiences



- Cultural differences

# 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**

# Culture and Communication



**The United States has a  
diverse population**

# 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



# 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

# 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



# 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



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

- Beliefs
- Practices
- Rituals
- Expectations



# The End