



# NC Department of Health and Human Services NC Nurse Aide I Curriculum

## Module D Communication

July 2019

# Objectives

- **Describe components of therapeutic and non-therapeutic communication**
- **Discuss the importance of appropriate communication skills**
- **Describe barriers to communication**
- **Explore how culture and religion impact communication**
- **Discuss the NA's role and responsibilities for effectively communicating with a variety of individuals**

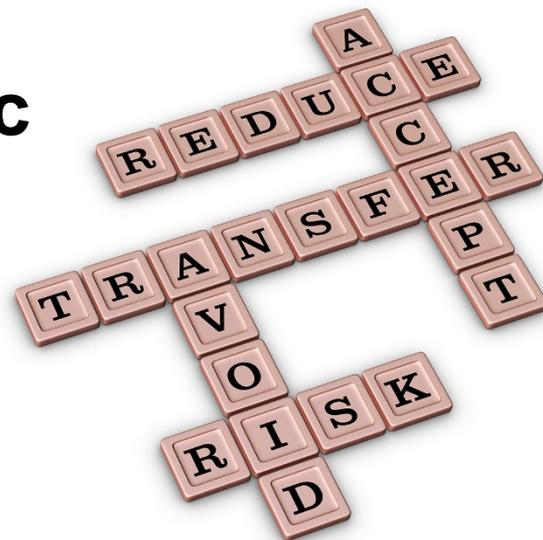
# Communication - Definition

- **Successfully sending and receiving messages using signs, symbols, words, drawings and pictures**



# Communication – Appropriate methods

- Use words that mean the same to the sender and receiver
- Use words that are familiar
- Be concise
- State information in an organized, logical order
- State facts and be specific



# Communication – Three-way Process

- **Simplest form**
  - **Sender**
  - **Receiver**
  - **Feedback**



# Communication - Verbal

- **Use written or spoken words, pictures or symbols to send a message**
- **Actively listen**
- **Use silence**
- **Paraphrase, clarify and focus**
- **Ask direct, open-ended questions**

# Communication – Non-Verbal (1)

- **Use body language - movements, facial expressions, gestures, posture, gait, eye contact and appearance**
- **Use to support or oppose spoken or written communication**
- **Use to block communication**
- **Is perceived in different ways by different individuals**

## Communication – Non-Verbal (2)

- **Positive body language**
  - **Face the resident while speaking, stand up straight, smile, nod with approval, place arms at sides, show relaxed movements**
- **Negative body language**
  - **Turn your back during communication, slouch, avoid eye contact, eye roll, frown, cross arms across chest, show tense movements**

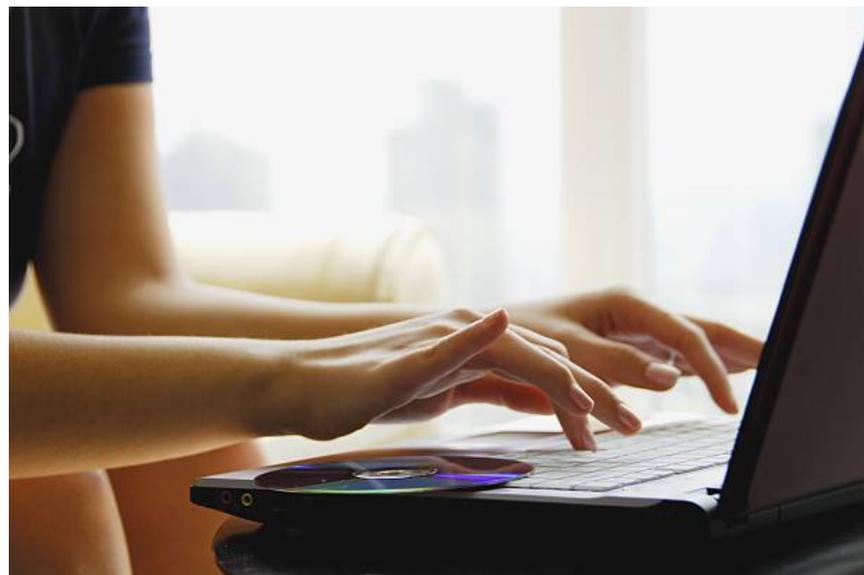
# Communication – Importance (1)

- **Learn about the resident and his/her needs**
- **Encourage the resident and family**
- **Establish trust**
- **Build relationships**



## Communication – Importance (2)

- **Serve as a liaison between the resident and healthcare team**
- **Provide information and respond to questions appropriately**
- **Listen, observe, report and record details accurately**



# Communication – Barriers (1)

- **Language**
- **Inappropriate words, clichés or slang**
- **Responses that cause confusion or frustration**
- **Talking too fast**
- **Giving advice or personal opinions**
- **Ignoring or belittling the resident**

## **Communication – Barriers (2)**

- **Using non-verbal skills (body language) when verbal is more appropriate**
- **Prejudices and attitudes**
- **Different life experiences**
- **Age**
- **Cultural differences**
- **Noise and lack of privacy**
- **Mental or physical impairments**

# Culture

- **Characteristics of a group of people that are passed from one generation to the next**
- **Varies; encompasses different races and nationalities**
- **Tend to share biological and physiological characteristics**



# Culture - Characteristics

- **Include language, values, beliefs, habits, likes, dislikes and customs**
- **Not all individuals accept all characteristics of the group**



# Culture – Knowledge (1)

- **People react differently based on their own beliefs and values**
- **Emotions can promote or prevent healing**
- **Understand personal space**



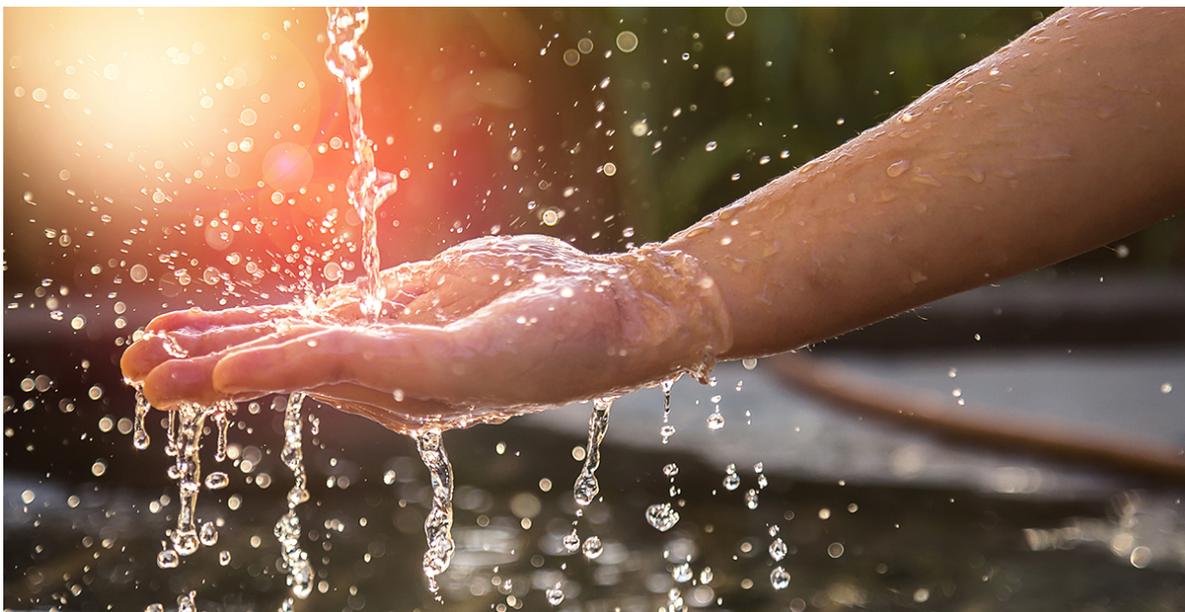
## Culture – Knowledge (2)

- **Family is important**
  - Living together
  - Living separately
  - Being isolated



# Culture – Knowledge (3)

- **Hygiene**
  - Bathing
  - Clothing
- **Illness**
  - Self-image
  - Treatment options
  - Acceptance
  - Denial



# Religions

- **Recognized throughout the world**
- **Buddhism, Christian, Hindu, Islam, Jehovah's Witness, Jewish, Mormon – are a few**
- **Play a vital role in the resident's life**
- **Impact acceptance or rejection of medical treatments and care**
- **Are misunderstood due to lack of knowledge**

# Communication – NA's Role (1)

- **Develop skills that enhance effective communication**
- **Use appropriate verbal and non-verbal communication skills**
- **Listen to what is being said**
- **Ask for clarification and acknowledge understanding**
- **Avoid interrupting**

## Communication – NA's Role (2)

- Do not express personal opinions or disapproval
- Develop patience
- Reduce or eliminate distractions
- Use silence appropriately and in a supportive manner



# Culture and Communication – NA's Role

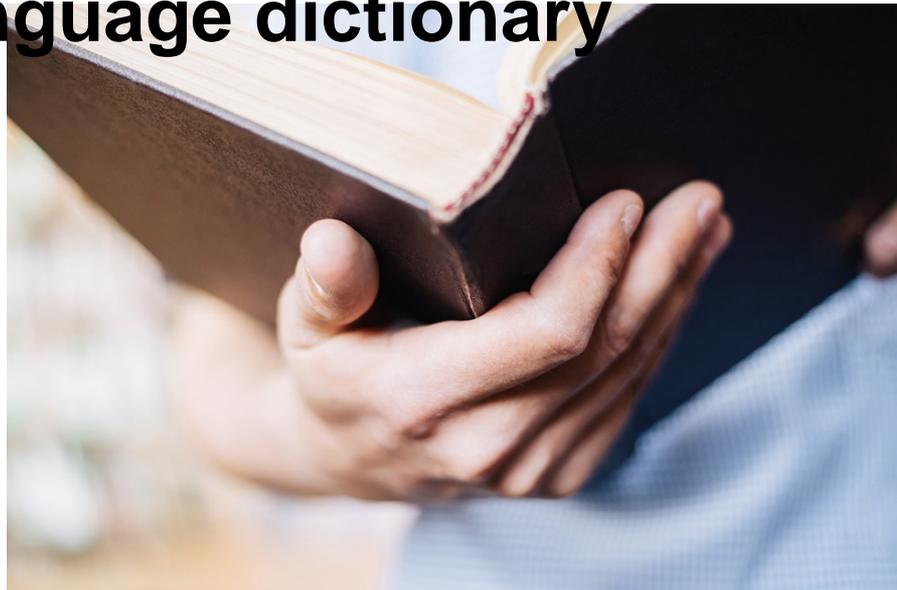
- **Accept each resident as an individual**
- **Follow the nursing care plan that includes cultural and religious beliefs**
- **Demonstrate respect**
- **Follow appropriate cultural preferences**
- **Communicate in a non-threatening, therapeutic manner**

# Communication – Special Approaches (1)

- **When a resident speaks a different language**
- **Use a caring tone of voice and facial/body expression**
- **Speak slowly and distinctly, but not loudly**
- **Keep messages simple**
- **Repeat the message in different ways as needed**
- **Focus on a single idea or experience**

# Communication – Special Approaches (2)

- **Avoid medical terms and abbreviations**
- **Allow silence**
- **Pay attention to details**
- **Note and use words that the resident seems to understand**
- **Reference a language dictionary**



# Communication – Health Care System

- **Has its own culture**
- **Beliefs**
- **Practices**
- **Rituals**
- **Expectations**



**“Listen more and speak less to  
improve communication.”**

