

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



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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

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
