

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

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 2

Communication - Definition

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 3

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

4

Communication – Three-way Process

- Simplest form
 - Sender
 - Receiver
 - Feedback



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

5

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

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

6

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

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

7

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

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

8

Communication – Importance (1)

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

9

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**



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

10

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**

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

11

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**

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

12

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 13

Culture - Characteristics

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 14

Culture – Knowledge (1)


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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 15

Culture – Knowledge (2)


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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 16

Culture – Knowledge (3)

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 17

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**

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 18

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

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

19

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

20

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

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019

21

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

NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 22

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 23

Communication – Health Care System

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



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 24

“Listen more and speak less to improve communication.”



NCDHHS/DHSR/HCPEC | Module D Communication | July 2019 25
