

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

# Module D Culture and Communication

July 1, 2024

### **Objectives**

- 1. Describe components of therapeutic and nontherapeutic communication
- 2. Discuss the importance of appropriate communication skills
- 3. Describe barriers to communication
- 4. Explore how culture and religion impact communication
- Discuss the Nurse Aide's (NA) 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
- Speak plainly
- Actively listen
- Use silence
- Paraphrase, clarify, and focus



Ask direct, open-ended questions

#### **Communication – Non-Verbal**

- 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**

- 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**

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



## **Communication – Importance**

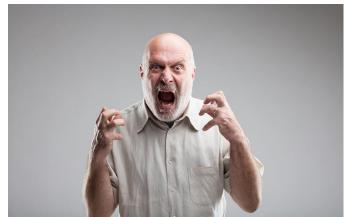
- Serve as a liaison between the resident and health care team
- Provide information and respond to questions appropriately
- Listen, observe, report, and record details

accurately



#### **Communication – Barriers**

- 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**

- Using non-verbal 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 on for generations.

 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
- People from different backgrounds may have different expectations



### **Culture - Knowledge**

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



### **Culture – Knowledge**

#### Family is important

- Living together
- Living separately
- Being isolated



# Culture – Knowledge

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





## Religions

- Recognized throughout the world
- A few types: Buddhism, Christian, Hindu, Islam, Jehovah's Witness, Jewish, and Mormon
- 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

- 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

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



# Culture and Communication the 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

# **Cultural Communication Special Approaches**

- 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

# **Cultural Communication Special Approaches**

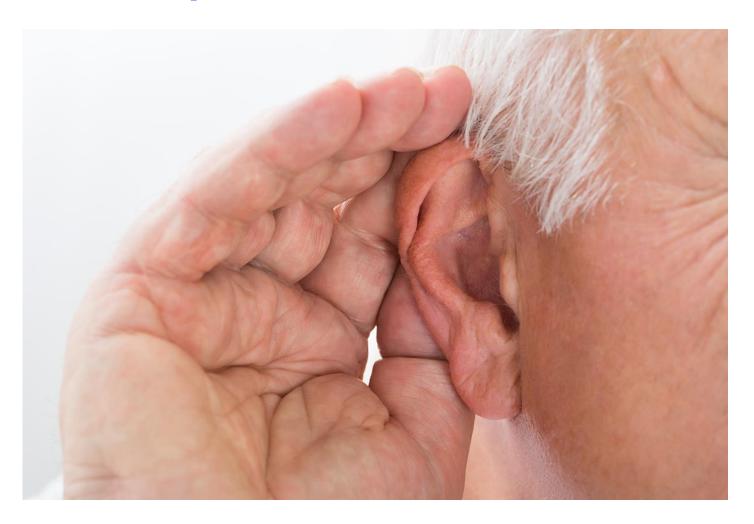
- Avoid medical terms and abbreviations.
- Allow silence.
- Pay attention to details.
- Note and use words that the resident seems to understand.
- Reference a language translator.

# **Cultural Communication Health Care System**

- Language
- Beliefs
- Practices
- Rituals
- Expectations



# "Listen more and speak less to improve communication."



### The End