1.02 Anticipation Guide: What is Communication?

Handout

Name: ____________
Date: ____________

Directions: Use the terms provided at the bottom of the page to label the diagrams.

Verbal and Non Verbal Communication:

Verbal

Communication

Non-Verbal

Communication Model:

Types of Communication
Body Language   Tone of Voice   Feedback
Eye Contact    Touch        Message
Facial Expressions Vocabulary Receiver
Gestures       Written       Sender
Spoken

Spoken
1.02 The Communication Process

Name: __________________

Handout

Date: ______________

Directions: Record notes and examples about the communication process while viewing the PowerPoint presentation. State why each stage of the communication process is important and what happens if it is not successful.

Engagement-
Definition: ____________________________________________________________

Examples of effective communication strategies: ________________________________

Importance of success
..................................................................................................................

Understanding-
Definition: ____________________________________________________________

Examples of effective communication strategies: ________________________________

Importance of success
..................................................................................................................

Education-
Definition: ____________________________________________________________

Examples of effective communication strategies: ________________________________

Importance of success
..................................................................................................................

Sense of Partnership-
Definition: ____________________________________________________________

Examples of effective communication strategies: ________________________________

Importance of success
..................................................................................................................

Active Listening-

Components and examples
1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________

Importance of success
..................................................................................................................
Directions: Record notes and class discussion about factors that influence communication while viewing the PowerPoint presentation. Explain how influences can have positive or negative effects on communication.
1.02 Communication Barriers and Communication Strategies Handout

Name: ______________
Date: ______________

Directions: Record notes and class discussion about barriers that affect the communication process while viewing the PowerPoint presentation. Record notes and class discussion related to communication strategies that improve communication.

Communication Barriers

Communication Strategies:

Personal: __________________________________________________________

Physical: __________________________________________________________

Cultural: __________________________________________________________

Environmental: ____________________________________________________

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### Directions:
In each scenario, determine the barrier and list communication strategies a healthcare professional might use to improve communication.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Barrier</th>
<th>Communication Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A physical therapist is discussing treatment plan with Hispanic male patient who has limited English skills.</td>
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<tr>
<td>2. A healthcare professional speaks in a very soft, muted tone while working with an elderly patient.</td>
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<td>3. An anesthetist plays a radio loudly while preoperative care is discussed.</td>
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<td>4. A medical assistant asks the patient if he is here to see the doctor for his “cholelithiasis.”</td>
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<td>5. The registration area in a local pharmacy is not accessible for a patient in a wheelchair.</td>
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<td>6. A staff nurse on a medical unit refuses to work with a patient admitted with end stage AIDS.</td>
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<tr>
<td>7. A Social Worker discusses hospice care with a Middle Eastern 30 year old female patient.</td>
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</tbody>
</table>
Directions: Record notes about team communication while viewing the PowerPoint presentation. Use your own words to compare methods of team communication on the handout.
Directions: After viewing the PowerPoint presentation, answer the questions on the use of communication technology in healthcare. Use complete sentences.

1. Why does the quality of the email you send matter?

2. How is communication by email different from phone conversations or face to face interaction?

3. Name three situations when the use of email would not be appropriate and explain why you made this decision.
4. Pretend you are at home working on a project. You’re not sure what the next step is and you need the assistance of your teacher. You decide to send an email. In the space below, write your message (at least five sentences). Use the correct format, correct spelling, and grammar. Include your contact information.

Email address _____________________________________________

Subject __________________________________________________