

3

Communication Skills

1. Review the key terms in Learning Objective 1 before completing the workbook exercises

2. Explain types of communication

True or False

1. T People communicate with words, pictures, and behavior.
2. F The receiver and sender do not switch roles as they communicate.
3. T Speaking and writing are two examples of verbal communication.
4. F How a person's voice sounds and the words he chooses are not important during communication.
5. T Nonverbal communication includes posture and facial expressions.
6. T Making positive changes in body language will improve communication.
7. F A nursing assistant can be helpful by finishing a resident's sentences to show that she understands what he is telling her.
8. T The nursing assistant should use mostly facts when communicating with the care team.

Short Answer

State whether each behavior is an example of positive or negative nonverbal communication. Write P for positive or N for negative.

1. P Smiling
2. N Crossing arms in front of the body
3. N Looking away while someone is talking

4. P Leaning forward in a chair
5. N Pointing at someone while speaking
6. N Rolling eyes
7. N Tapping a foot
8. P Nodding while a person is speaking

3. Explain barriers to communication

Scenarios

Read the scenarios below and answer the questions.

Nursing assistant Barbara Smith thinks resident Mrs. Gold is in pain. Barbara asks her if she is okay. Before Mrs. Gold answers, Barbara looks around the room and begins to gather her supplies to leave. Mrs. Gold simply says, "Yes."

1. Identify the barrier to communication occurring here and suggest a way to avoid it.

There are two barriers here: The first is that if the NA thought that the resident was in pain, the first question should have been, "Where are you in pain?" The second barrier was that she should have waited patiently for the resident to respond, "Immediately gathering up her supplies without even spending the time to find out if the pain existed and where it was, was negligent."

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Cathy Duffy



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Table of Contents Communication Applications Workbook Answer Key Mcgraw

1. Understanding the eBook Communication Applications Workbook Answer Key Mcgraw
 - The Rise of Digital Reading Communication Applications Workbook Answer Key Mcgraw
 - Advantages of eBooks Over Traditional Books
2. Identifying Communication Applications Workbook Answer Key Mcgraw
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Communication Applications Workbook Answer Key Mcgraw
 - User-Friendly Interface
4. Exploring eBook Recommendations from Communication Applications Workbook Answer Key Mcgraw

- Personalized Recommendations
- Communication Applications Workbook Answer Key Mcgraw User Reviews and Ratings
- Communication Applications Workbook Answer Key Mcgraw and Bestseller Lists
- 5. Accessing Communication Applications Workbook Answer Key Mcgraw Free and Paid eBooks
 - Communication Applications Workbook Answer Key Mcgraw Public Domain eBooks
 - Communication Applications Workbook Answer Key Mcgraw eBook Subscription Services
 - Communication Applications Workbook Answer Key Mcgraw Budget-Friendly Options
- 6. Navigating Communication Applications Workbook Answer Key Mcgraw eBook Formats
 - ePub, PDF, MOBI, and More
 - Communication Applications Workbook Answer Key Mcgraw Compatibility with Devices
 - Communication Applications Workbook Answer Key Mcgraw Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Communication Applications Workbook Answer Key Mcgraw
 - Highlighting and Note-Taking Communication Applications Workbook Answer Key Mcgraw
 - Interactive Elements Communication Applications Workbook Answer Key Mcgraw
- 8. Staying Engaged with Communication Applications Workbook Answer Key Mcgraw
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Communication Applications Workbook Answer Key Mcgraw
- 9. Balancing eBooks and Physical Books Communication Applications Workbook Answer Key Mcgraw
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Communication Applications Workbook Answer Key Mcgraw
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Communication Applications Workbook Answer Key Mcgraw
 - Setting Reading Goals Communication Applications Workbook Answer Key Mcgraw
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Communication Applications Workbook Answer Key Mcgraw

- Fact-Checking eBook Content of Communication Applications Workbook Answer Key Mcgraw
- Distinguishing Credible Sources

13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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