

Communication Skills for Health Care Providers

Lesson 8 of 8

Write Phrases

Learning Objectives

At the end of this lesson, you will be able to:

1. More effectively communicate in written phrases in the workplace.

Introduction

To do your job well you must communicate with supervisors and your coworkers. Writing memos, letters, and filling out reports can help you to communicate information.

Prescription for Understanding – Job Related

Information that is passed to others at a work site is relied on by many others, and can be of extreme importance. If you are writing by hand, write neatly. Make sure that the information that you are communicating is accurate and complete. If you find a mistake, correct it before the information is passed to someone else. If you are unsure about how to complete forms or what information should be communicated, ask for directions. You could also find a model or sample of a form or report that would help you. Try to make your writing similar to the model. Use the same format or design.



Example

Review the following evaluation and answer the questions that follow to the best of your ability.

Meeting Evaluation			
1. Objectives of the meeting were:	3 Completely Understood	2 Somewhat Understood	1 Unclear Misunderstood
2. Time utilization was:	3 Very Effective	2 Somewhat Effective	1 Not Effective
3. Exchange of views was:	3 Open and Candid	2 Somewhat Cautious	1 Not open Cautious
4. Conflicting points of view were:	3 Fully Resolved	2 Somewhat Resolved	1 Not Resolved
5. Teamwork during the meeting was:	3 Excellent	2 Good	1 Poor

In any situation where performance was not up to desired standard, what can be done to improve it? Be specific.
I liked the meeting but the meeting was conduct very poorly

Example Question:

Using the above meeting evaluation form, answer the following question.

1. The employee completing the above evaluation form expressed the view that teamwork during the meeting was excellent.
 - a. True
 - b. False

Correct Answer⇒ b. False The rating expressed is good.

Skill Check

Review the "Meeting Evaluation" on the previous page and then answer the following questions to the best of your ability.

1. The employee completing the evaluation form expressed the view that time was very effectively used.
 - a. True
 - b. False

2. The employee completing the evaluation form expressed the view that the meeting objectives were accomplished.
 - a. True
 - b. False

3. By stating that the meeting was liked and rating the meeting poorly, the employee communicated how to improve future meetings.
 - a. True
 - b. False

Let's Apply to Your Workplace
Communications – Lesson 8 of 8

Linda works on the first shift and must tell the next shift that a resident has requested that a supervisor meet with her after her afternoon nap. Linda must write a memo that communicates the residents needs.

Read the following memo and then answer the questions that follow to the best of your ability. The memo she writes is as follows:

Note: Linda's memo is not intended to be grammatically correct.

Memorandum

Memo to second shift, Sally Mae, when there's time this afternoon needs a meeting planned around naptime.

1. Linda sent the memo to the correct individual?
 - a. True
 - b. False

2. The memo clearly stated the needs of the resident because she included that the meeting would take place after the nap was completed.
 - a. True
 - b. False

3. There was no reason for Linda to put Sally Mae's last name and room number on the memo.
 - a. True
 - b. False