Communication Skills for Health Care Providers
Lesson 5 of 8
Speak Word Choice

Learning Objectives

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

1. More effectively speak to residents.

Introduction

Have you ever said something and been surprised by the reaction? When you speak incorrectly or give the wrong impression it alters the way a resident feels about you and your abilities.

Prescription for Understanding - Job Related

Interpersonal skills are the abilities to relate and work with others. Listening carefully, speaking politely and being friendly are effective for the workplace. When someone is speaking do not interrupt, and listen carefully. Respond and let everyone offer their opinions and ideas. Do not be too aggressive, and try to force your views on other people.
Example

Read the following scenario, then answer the questions:

After moving to Louisville, John visited a local bank and opened a savings and checking account. He talked with Karen a customer service representative, for about 30 minutes. Karen started the conversation by saying, “What can I do for you?” While John asked questions, Karen looked at her watch, looked out the window, and read something on her bulletin board. She gave John brief answers to his questions. He thanked her and left puzzled.

Example question:

1. Customer service personnel should always:
   a. Try to put the customer at ease.
   b. Try to be warm and friendly in manner of speech.
   c. Try to make the customer feel important.
   d. All of the above

Correct Answer ⇒ d. All of the above

Skill Check

Read the above scenario again and answer the following questions:

1. John knew that Karen was not interested in his questions because:
   a. She frequently looked at her watch
   b. She kept looking out the window
   c. She gave only brief answers
   d. All of the above

2. Karen would have helped John by:
   a. Asking John if she had answered each questions
   b. Providing more attention to John’s needs
   c. Gave John her complete attention
   d. All of the above

3. Because John left confused he is most likely to:
   a. Return to the bank as a customer
   b. Call Karen to ask her to explain her answers
   c. Open an account with Karen
   d. Open an account at another bank
Let's Apply to Your Workplace
Communications - Lesson 5 of 8

Read the following scenario and answer the following questions.

Mr. Smith, a resident in C-Wing, called for Mary, a nursing assistant. When she entered the room she noticed instantly that Mr. Smith appeared to be very upset. Mary smiled and calmly asked Mr. Smith what his problem was. Mr. Smith taking notice of the attention and calmness of Mary, became less upset, and told Mary he missed the evening meal. Mary told Mr. Smith that she would send for his meal and then offered him a snack while he waited.

1. Mary calmed Mr. Smith by:
   a. Blaming him for being out of his room
   b. Leaving the room to find a dietary service worker
   c. Spoke calmly and smiled
   d. Picking up a phone to call the desk

2. It was important that Mary comfort Mr. Smith because:
   a. The Dietary Service Worker would blame her
   b. He would not have eaten while so upset
   c. Mary’s boss was watching her
   d. It was time for her to go home

3. Mary showed her ability to provide interpersonal skills by:
   a. Smiling, speaking calmly
   b. Noticing the body language of Mr. Smith
   c. Offering support and comfort
   d. All of the above