**COURSE CONTENT**

**SECTION VI - SOCIAL SKILLS**

**UNIT 2- TECHNOLOGIES**

1. **INFORMATION TECHNOLOGY IN THE NURSING HOME**
2. **USE OF TECH**
3. **BENEFITS**
4. **GUIDELINES FOR USING PERSONAL OR FACILITY TECHNOLOGY**
5. **SOCIAL MEDIA**
6. **DO NOT SHARE CONFIDENTIAL OR PROPRIETARY INFORMATION ABOUT YOUR FACILITY/COMPANY.**
7. **BE RESPECTFUL AND PROFESSIONAL TO FELLOW TEAM MEMBERS, BUSINESS PARTNERS, COMPETITORS, RESIDENTS AND FAMILY MEMBERS.**
8. **BE AWARE AND COMPLY WITH EMPLOYER POLICIES REGARDING USE OF EMPOYER OWNED COMPUTERS, CAMERAS AND OTHER**
9. **PLACE.**
10. **IMPROPER USE OF SOCIAL MEDIA BY STAFF MAY VIOLATE STATE AND FEDERAL LAWS ESTABLISHED TO PROTECT PATIENT PRIVACY AND CONFIDENTIALITY.**
11. **CELL PHONE**
12. **CELL PHONES MAY NOT BE USED IN RESIDENTS AREAS, INCLUDING TEXTING.**
13. **CAMERAS AND /OR VIDEO RECORDING ON THE CELLPHONE MAY NEVER BE USED TO TAKE PICTURES OR VIDEO A RESIDENT.**

**COURSE CONTENT – SECTION VI**

**SOCIAL SKILLS**

**KEY TERMS**

**COMMUNICATE - TO SHARE OR EXCHANGE INFORMATION.**

**CONFLICT – A SERIOUS DISAGREEMENT OR ARGUMENT.**

**RESOLUTION - A FIRM DECISION TO DO OR NOT TO DO SOMETHING, TO REACH A DECISION.**

**COURSE CONTENT - SECTION VI**

**SOCIAL SKILLS**

**UNIT 1- CONFLICT RESOLUTION**

**CONFLICT RESOLUTION FOR CNA’s**

**WHENEVER PEOPLE SPEND DAY AFTER DAY TOGETHER, CONFLICT CANNOT BE AVOIDED COMPLETELY. CONFLICT IN THE WORK PLACE HAPPENS TO EVERYONE AT SOME POINT IN HIS OR HER CAREER. AS A CERIFIED NURSE AIDE, YOU HAVE TO DEAL WITH SUPERVISOR, CO-WORKERS, RESIDENTS AND EVEN THEIR FAMILY MEMBERS, ALL OF WHOM HAVE THEIR OWN OPINIONS THAT MAY LEAD TO CONFLICT. RECOGNIZING THE POTENTIAL FOR CONFLICT IS THE FIRST STEP IN PREVENTION.**

**FIRST, DO YOUR BEST AT YOUR JOB EVERY DAY. AVOID JUMPING TO CONCLUSIONS, BE WILLING TO COMPROMISE, LEARN TO LISTEN AND DO NOT USE HOSTILE LANGUAGE OR ENGAGE IN GOSSIP.**

**CONFLICTS WITH CO-WORKERS**

**THE START OF A DISPUTE BETWEEN PEOPLE USUALLY BEGINS WITH DISAGREEMENT. WHEN YOU AND CO-WORKER DISAGREE, YOU HAVE ONE OPINION AND YOUR CO-WORKER HAS ANOTHER. USUALLY, DISAGREEMENTS CONSIST OF ONLY WORDS AND THEY DO NOT AFFECT HOW PEOPLE INTERACT WITH EACH OTHER, AS FULL BLOWN CONFLICT CAN BEGIN WITH DIFFERENT OPINIONS, BUT IT GROWS INTO SOMETHING MUCH LARGER. MOST PEOPLE HAVE EXPERIENCED THE FURY OF AN UNPROFESSIONAL CO-WORKER OR ANGRY RESIDENT. SOMETIMES IT CAN BE HARD TO RESPOND IN A RATIONAL MANNER. IN ALMOST ALL CONFLICTS, THE PROBLEM IS NOT THE INITIAL DISAGREEMENT, BUT THE WAY IN WHICH IT IS HANDLED.**

**HERE ARE SOME TIPS:**

1. **DO NOT RESPOND IN LIKE MANNER IF THE OTHER PERSON IS RUDE, SARCASTIC OR HOSTILE, TRY NOT TO LOSE YOUR COMPOSURE.**
2. **BEFORE TALKING TO A SUPERVISOR ABOUT THE PROBLEM, SIT DOWN WITH THE OTHER PERSON AND PATIENTLY COMMUNICATE YOUR FEELINGS TO THE BEST OF YOUR ABILITY.**
3. **BE KIND, AND TRY TO UNDERSTAND THAT THE OTHER PERSON IS GENUINELY UPSET ‘’BE KIND, FOR EVERYONE YOU MEET IS FIGHTING A HARD BATTLE”- PLATO**
4. **OFFER YOUR HELP.**
5. **REMAIN PATIENT.**

1. **IF YOU ARE BEING PHYSICALLY THREATENED, MOVE OUT OF THE WAY. GET HELP IMMEDIATELY.**

**CONFLICT WITH A SUPERVISOR**

**RESOLVING PROBLEMS WITH A BOSS CAN BE VERY UNCOMFORTABLE, ESPECIALLY IF THAT PERSON HAS THE POWER TO MAKE YOUR JOB DIFFICULT OR TO END YOUR JOB.**

**HERE ARE SOME TIPS FOR GETTING ALONG WITH YOUR SUPERVISOR:**

1. **REVIEW EXPECTATIONS. YOU WILL NEVER LIVE UP TO YOUR SUPERVISOR’S EXPECTATIONS IF YOU DON’T KNOW WHAT THEY ARE.**
2. **REMAIN PROFESSIONAL. AS A PROFESSIONAL, YOUR GOAL IS TO GET THE JOB DONE AND CARRY OUT YOUR SUPERVISOR’S INSTRUCTIONS. YOUR JOB IS TO PROVIDE CARE TO YOUR RESIDENTS.**
3. **DON’T EXPECT TO CHANGE OTHERS. IF YOU WORK FOR A DIFFICULT SUPERVISOR, THERE IS PROBABLY NOTHING YOU CAN DO TO CHANGE HIS OR HER BEHAVIOR. THE ONLY THING YOU CAN CONTROL IS YOUR OWN ATTITUDE ABOUT THAT PERSON.**
4. **TAKE A LOOK AT YOUR SELF. IF A SUPERVISOR CRITICIZES YOUR PERFORMANCE LOOK AT THE SITUATION OBJECTIVELY. REMEMBER THAT CONSTRUCTIVE CRITICISM IS GIVING YOU AN OPPORTUNITY TO LEARN AND GROW PROFESSIONALLY.**
5. **DO NOT COMPLAIN ABOUT YOUR SUPERVISOR TO YOUR CO-WORKERS. YOU MAY END UP BEING LABELED AS A CHRONIC COMPLAINER INSTEAD OF A TEAM PLAYER.**

**CONFLICTS WITH RESIDENTS**

**RESIDENTS ARE ALL INDIVIDUAL WITH THEIR OWN PERSONALITIES, LIKES AND DISLIKES, PERSONAL HABITS AND WAYS OF COMMUNICATING, AND THEIR OWN SET OF PROBLEMS. SINCE YOU SPEND MUCH TIME WITH YOUR RESIDENTS, THEIR NEGATIVE BEHAVIORS MAY BE DIRECTED AT YOU. TRY HARD NOT TO TAKE THEIR COMMMENTS OR BEHAVIORS PERSONALLY. IF YOU ENCOUNTER ARGUMENTATIVE RESIDENTS TRY TO:**

1. **SPEAK SLOWLY AND CALMLY.**
2. **LISTEN TO WHAT THE ARE SAYING.**
3. **DON’T CROWD THEM .**
4. **AVOID TOUCHING ANGRY RESIDENTS.**

**IN ADDDITION, FOLLOW THESE TIPS FOR HANDLING CONFLICT WITH RESIDENT:**

1. **TELL YOUR SUPERVISOR IF THE STRESS OF WORKING WITH A PARTICULAR RESIDENT IS GETTING TO YOU.**
2. **BE SURE TO SHARE YOUR OBSERVATIONS ABOUT YOUR RESIDENTS WITH YOUR SUPERVISOR SO THAT IT CAN BE SHARED WITH APPROPRIATE CAREGIVER. FOR EXAMPLE IF A RESIDENT GETS AGITATED OR HOSTILE EVERY TIME SOMEONE MENTIONS HER SON YOU SHOULD REPORT THAT.**
3. **CONSIDER USING A”BUDDY SYSTEM” WHEN CARING FOR RESIDENTS WHO HAVE A HISTORY OF BEING COMBATIVE.**

**SUMMARY TIPS**

1. **PICK YOUR BATTLES. WHEN YOU DISAGREE WITH SOMEONE, BE SURE THE ISSUE IS REALLY IMPORTANT TO YOU. YOU DON’T WANT TO DAMAGE YOUR PROFESSIONAL REPUTATION OR RELATIONSHIPS OVER SOMETHING TRIVIAL.**
2. **SEPARATE PERSONALITY FROM BEHAVIOR. YOU DON’T HAVE TO LIKE EVERYONE TO GET ALONG WITH THEM.**

1. **ALWAYS BE RESPECTFUL, KEEP IN MIND THAT YOU ARE IN YOUR WORK PLACE AND YOU NEED TO REMAIN CALM AND PROFESSIONAL AT ALL TIMES.**
2. **DON’T TAKE IT PERSONALLY, TRY TO THINK OF THE DISAGREEMENT AS A MUTUAL ATTEMPT TO SOLVE A PROBLEM. THIS ATTITUDE SHOWS YOUR PROFESSIONALISM AND YOUR WILLINGNESS TO WORK THINGS OUT.**

1. **STAY OUT OF OTHER PEOPLE’S DISAGREEMENT.**
2. **LISTEN FIRST, TALK SECOND. PEOPLE COMMUNICATE BETTER WHEN THEY HAVE BEEN UNDERSTOOD. WHEN A PERSON FEELS HEARD THEY ARE MORE LIKELY TO LISTEN.**
3. **LOOK FOR A SOLUTION**
4. **REMEMBER THAT A WORKPLACE CONFLICT AFFECTS MORE THAN JUST THE PEOPLE WHO ARE DIRECTLY INVOLVED. IN A WORKPLACE, FEUD CAUSES TENSION FOR EVERYONE AT WORK.**

**THERE ARE FIVE (5) MAIN APPROACHES OR METHODS THAT PEOPLE USE WHEN IN CONFLICT WITH ONE ANOTHER. EACH HAS AN ADVANTAGE AT APPROPRIATE TIMES, BUT EACH ALSO HAS DISADVANTAGES FOR PARTICULAR SITUATIONS. YOU MUST LEARN HOW AND WHEN TO USE EACH APPROACH.**

1. **AVOIDANCE**

**AFTER SEEING YOU AND A SUPERVISOR CHATTING YOUR CO-WORKER SNAPS, ”I CAN’T BELIEVE HOW MUCH YOU BROWN NOSE AROUND HERE.” WHILE HER COMMENT IS HURTFUL AND ANGERING, IN RESPONSE YOU IGNORE IT AND GO ON WITH THE DAY AS IF IT DID NOT HAPPEN. THIS IS USEFUL IF THE MATTER IS LESS IMPORTANT OR IF THERE IS NOTHING GAINED BY ENTERING INTO THE CONFLICT. HOWEVER, IF THERE IS A MORE SERIOUS PROBLEM BETWEEN TWO PEOPLE, AVOIDING IT RESOLVES NOTHING AND THE PROBLEM CAN EVEN WORSEN.**

1. **ACCOMMODATION**

**THIS IS WHEN PEOPLE GIVE UP THEIR OWN VIEWS IN FAVOR OF ANOTHER’S. THE ACCOMMODATOR IS LIKELY TO TAKE ON THE IDEAS OF THE OTHER PERSON JUST TO AVOID SPARKING AND CONFRONTATION. USING THE ILLUSTRATION ABOVE, THE ACCOMDATOR MIGHT SAY. “WELL, I WANT A GOOD WORK EVALUATION THIS MONTH, EVEN THOUGH YOU DON’T FEEL THAT WAY AT ALL. GENERALLY, THIS METHOD WON’T SOLVE A PROBLEM, BUT IT MIGHT STOP A CONFLICT IN ITS TRACKS.**

1. **COMPETITION**

**UNLIKE PEOPLE WHO USE AVOIDANCE OR ACCOMODATION TECHINQUES, PEOPLE WITH A COMPETITIVE ATTITUDE TAKE A FIRM STAND AND TRY TO GET WHAT THEY WANT. USING AN EXAMPLE: AFTER YOUR CO-WORKER ACCUSES YOU OF BROWN NOSING, YOU SNAP BACK,”I CAN’T BELIEVE YOU ARE LISTENING TO A PRIVATE CONVERSATION! MIND YOUR OWN BUSINESS!.” WHEN BOTH PEOPLE BELIEVE THEY ARE RIGHT AND ARE WILLING TO FIGHT OVER IT, THEY ARE DEMONSRTATING A COMPETIVE ATTITUDE. THIS METHOD WILL LIKELY ESCALATE DISAGREEMENT INTO A CONFLICT.**

**THIS IS WHEN PEOPLE TRY TO COME TO A SOLUTION THAT PLEASES EVERYBODY. IT TAKES TIME BECAUSE IT MEANS THAT EACH PERSON GETS TO PRESENT A VIEW AND HELP COME UP WITH A SOLUTION THAT INCORPORATES THAT VIEW. IN THE EXAMPLE,YOU MIGHT COLLABORATE WITH YOUR CO-WORKER TO UNDERSTAND EACH OTHER’S VIEW PIONT AND FIND A NEW WAY TO INTERACT WITH EACH OTHER. WHILE COLLABORATION IS A GREAT METHOD, IT IS GENERALLY TOO TIME CONSUMING TO BE USED FOR EVERY WORK PLACE CONFLICT. FOR EXAMPLE; IF THERE IS CONFLICT IN INDIVIDUAL WORKING STYLES OR TOO MANY LEADERS WITHIN THE GROUP IT MAY BE HARD TO COLLABORATE.**

1. **COMPROMISE**

**THE GOAL OF COMPROMISE IS TO HAVE PEOPLE WHO DISAGREE “ MEET IN THE MIDDLE.” EACH PERSON HAS TO GIVE UP SOMETHING, BUT IN DOING SO, GAINS SOMETHING IN RETURN. BACK TO THE EXAMPLE, YOU MIGHT SAY, “I DON’T FEEL I DESERVE THAT COMMENT. FIRST, I DON’T THINK IT WAS BROWN NOSING; I LIKE TALKING TO HER. MAYBE NEXT TIME WE HAVE A CONVERSATION YOU COULD JOIN US?” BY REACTING WITH A SPIRIT OF COMPROMISE, YOU ARE EXPRESSING YOUR FEELINGS IN A RESPECTUL WAY. HOWEVER, BY INVITING HER TO JOIN YOU, YOU HAVE ALSO GIVEN UP HAVING A PRIVATE CONVERSATION WITH YOUR SUPERVISOR IN THE FUTURE.**

**RESOLVING A WORKPLACE CONFLICT**

**CONFLICTS SHOULD BE RESOLVED ON AN INDIVIDUAL LEVEL, BETWEEN THE AFFECTED PARTIES IF AT ALL POSSIBLE. SOMETIMES IT IS BETTER TO ASK YOUR SUPERVISOR OR HUMAN RESOURCES DEPARTMENT TO INTERVENE. IF THE CONFLICT INVOLVES A CLIENT, THE SUPERVISOR SHOULD ALWAYS BE INCLUDED IN ANY RESOLUTION. SOME SIMPLE STEPS TO RESOLVING CONFLICT ARE:**

1. **IDENTIFY THE PROBLEM: BEFORE ANY FURTHER PROCESS OF RESOLUTION CAN CONTINUE, BOTH PEOPLE HAVE TO AGREE ON THE ISSUE THAT IS CAUSING THE ARGUMENT .PEOPLE SEE THINGS THROUGH THE LENS OF THEIR OWN PERSONALITY, VALUES, GOALS AND PREJUDICES. THE GOAL OF THIS STEP IS TO GET TO A CONSENSUS ABOUT THE PROBLEM, NOT TO FORCE ONE ANOTHER TO SEE THINGS THE SAME WAY. USUALLY, BOTH SIDES HAVE TO AGREE THAT AT LEAST ONE PROBLEM THEY SHARE IS A LACK OF COMMUNICATION .**

1. **REALIZE THRE’S A SOLUTION: BOTH PARTIES INVOLVED IN THE DISPUTE NEED TO COME TO THE REALIZATION THAT THE PROBLEM MUST BE DISCUSSED. THEY MUST AGREE THAT THE CONFLICT NEEDS TO COME TO AN END.**
2. **EXCHANGE VIEW PIONTS: THIS IS PERHAPS THE MOST IMPORTANT PART OF THE ENTIRE PROCESS. THIS IS WHERE ONE SIDE SPEAKS AND THE OTHER LISTENS, SO THAT THE NECESSARY POINTS OF VIEW ARE UNDERSTOOD. ONE PERSON SHOULD TALK FIRST WHILE THE SECOND LISTENS AND DOES NOT INTERUPT. WHEN THE FIRST PERSON FINISHES, THEY SHOULD SWITCH. THIS IS IMORTANT FOR BOTH PARTIES TO REMAIN OPEN-MINED. TO SPEAK CLEARLY AND TO IDENTIFY THE ISSUES, MAKING SURE EVERYTHING NEEDED TO BE SHARED IS DISCUSSED.**
3. **CREATE SOLUTIONS: BE FAIR. BOTH PARTIES SHOULD REMAIN OPEN TO EACH OTHER’S IDEAS AND REALLY TRY NEW SOLUTIONS.**
4. **AGREE ON THE SOLUTION: THE GOAL OF THIS FINAL STEP IS TO ENSURE THAT BOTH PARTIES HAVE AGREED ON A SOLUTION. BOTH MUST HAVE A HAND IN CREATING THE SOLUTION.**