

Module 3: Communication

<https://www.youtube.com/watch?v=D8surN0Ztlw>

Lesson 1: Basic Communication

- Key Terms
- Active listening: a way of listening where the listener gives the speaker their full attention and observes not only their words but also nonverbal cues like body language and tone.
- **Body language**: nonverbal communication through conscious and unconscious gestures and movements.
- **Brainstorming**: freely creating many ideas or solutions without criticism or evaluation.
- **Empathy**: the ability to understand and demonstrate sensitivity to the feelings of another.
- **Feedback**: our response or reaction to the messages we receive.
- **Nonverbal Communication**: communication without words, including body language, gestures, and facial expressions.

• **Listening**

- Active Listening
- Recognizing Nonverbal Communication
- Signs of Pain: facial expression, Bracing, restlessness
- Signs of Confusion: emotional, behavioral, vocal
- Listening with Empathy

- **Managing Your Communication**
 - Effective Use of Body Language in Caregiving
 - Gesture
 - Posture
 - Facial expressions
 - Eye contact
 - Effective Use of Your Spoken Words
 - Tone of Voice
 - Pace of Speaking
 - Volume
 - Matching Your Body Language with What You Say
 - Making Sure Your Message Has Been Understood
 - Feedback
 - Communicating in Ways that Work Best for the Client
 - Try and Try Again

- **Barriers to Effective Communication**

- Environmental Barriers
- Communicating through Masks
- Conversational Bad Habits
 - Imposing your Point of View: Judging, name calling, ordering, threatening, using offensive language
 - Advising
 - Avoiding

- **Navigating Challenging Communication**

- Dealing with Challenging Behaviors
- 1. Stop Yourself from Reacting
- 2. Get Calm and Balanced
- 3. Make a Conscious Choice of How You Want to Respond

- **Effective Problem Solving**

- Step #1 – Understand the Problem
- Step #2 – Brainstorm Possible Solutions
- Step #3 – Pick a Solution, Make a Plan, and Do it!
- Step #4 – Getting feedback

Lesson 2: Overcoming Challenges to Communication

- Key Terms
- **Baseline:** the client's usual condition and level of ability (physical, emotional, mental, behavioral and social)
- **Disability:** an impairment that requires modification or assistance with a task or function. A disability may be temporary or permanent.
- **Disorder:** a medical condition that causes an impairment of the mind or body.
- **Hearing Loss:** a decrease in the ability to hear sounds; deafness.
- **Impairment:** an abnormality, partial or complete loss, or loss of the function of a body part, organ, or system.

- **Hearing Loss or Impairment**

- Reporting Guidelines
- Possible Signs of Hearing Loss or a Change in Condition from Baseline
- Problem Solving Hearing Loss or Impairment
- Assisting Clients with Hearing Loss or Impairment
- Communicating with a Client who has Difficulty Hearing
- More Information about Hearing Assistive Technology

- **Overcoming Difficulties with Communication**

- Difficulty Speaking
- Cognitive Impairment
- Dementia
- Traumatic Brain Injury
- Disability
- Working with Interpreters

