

Unit 1 INTRODUCTION TO THE ROLE OF THE NURSE AID	
Lesson 4 – Communication	
Nurse Aide Training Objectives	<p>1.7 Communicate effectively with other students, supervisors and residents.</p> <p>1.8 Establish meaningful relations with residents and staff</p> <p>1.9 Discuss the need for quality assurance and quality management in long term care.</p>
CASAS Competencies	<p>0.1.1 Identify or use appropriate non-verbal behavior in a variety of situations</p> <p>4.6.1 Follow, clarify, give, or provide feedback to instructions; give and respond appropriately to criticism</p> <p>4.6.4 Report progress on activities, status of situations affecting job completion</p> <p>4.6.5 Select and analyze work-related information for a given purpose and communicate it to others orally or in writing</p> <p>4.8.3 Demonstrate effective communication skills in working with customers and clients</p> <p>4.9.4 Assess the operation of a system or organization and make recommendations for improvement, including development of new systems</p> <p>7.5.6 Identify or use strategies for communicating more successfully</p>
Basic Skills (CASAS Content Standards)	<p>Reading:</p> <p>R2.11 Interpret familiar words used in a new context.</p> <p>R2.12 Interpret specialized vocabulary in context.</p> <p>Listening/Speaking:</p> <p>L4.4 Demonstrate understanding of general meaning and details in face-to-face conversations containing some unfamiliar vocabulary</p> <p>L5.1 Demonstrate understanding of non-face-to-face speech on familiar material in familiar contexts (telephone, intercom)</p> <p>L7.2 Detect the mood of a message, determining to a limited degree such components as the attitudes and feelings of the speakers or the urgency of the message</p> <p>L7.5 Infer emotional content of a spoken message (e.g. anger, compliment, condolence, sarcasm) from intonation, rhythm, and stress</p>