

Unit 1 INTRODUCTION TO THE ROLE OF THE NURSE AIDE

Lesson 4 – Communication

Goals:

- Identify and describe use of nonverbal communication
- Use correct vocabulary to describe body language
- Learn tips to becoming a better listener
- Use present continuous verbs correctly

Activities

1. Review

Use one or more of the following activities (see instructor notes for complete instructions) to review previous lesson's vocabulary and/or verb list.

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| 1. Word Bingo (listening) | 2. Oral cloze exercise |
| 3. Word Bingo (definitions) | 4. I can/ I can't Verb Practice |
| 5. Blackboard Bingo (definitions) | 6. Verb tense practice |

2. Introduction to CNA topic – Communication

Communication is an important skill for health care team members. Communicating can be done by speaking, listening, and writing. One important aspect of communication for the nurse aide is read body language and expressions of residents and coworkers. It's also important to be a good listener.

3. Vocabulary and verb lists

Discuss vocabulary and verbs for the lesson

- **Unit 1 Lesson 4 Vocabulary**
- **Unit 1 Lesson 4 Verb**
- **Unit 1 Lesson 4 My Vocabulary list**

4. Body Language

Begin discussion body language by looking at the pictures found in the handout. Explore the word bank in the worksheet and the verb list for words to describe the feelings seen in the pictures.

- **Unit 1 Lesson 4 Body Language**
- **Unit 1 Lesson 4 Answer Key Body Language**

Have the students fill out the worksheet independently or do it as a group. Discuss the results and ask for any additional words that students used to describe the people.

For additional practice, have students act out different body language and have class volunteer words to describe their actions.

Cultural differences in gestures should also be explored. Some gestures that are used in the U.S. are considered obscene gestures in other countries and vice versa. For example, the U.S. version of thumbs-up to say “good job” can backfire with some cultures and countries where it means “up yours” . A discussion of these cultural differences in body language and gestures will be invaluable to students.

5. Listening

Being a good listener is an important skill for all nurse aides. Read and discuss the listening tips handout.

- **Unit 1 Lesson 4 Listening Tips**

Discussion questions:

What kind of people are easy to communicate with?

What kind of people are hard?

What makes it easy to listen to someone or hard?

What physical problems might make it difficult to communicate with people? (loss of hearing, vision, loss of memory, mental confusion, attitude)

6. Additional vocabulary practice

- **Unit 1 Lesson 4 Crossword**