

1.02 Anticipation Guide: What is Communication?

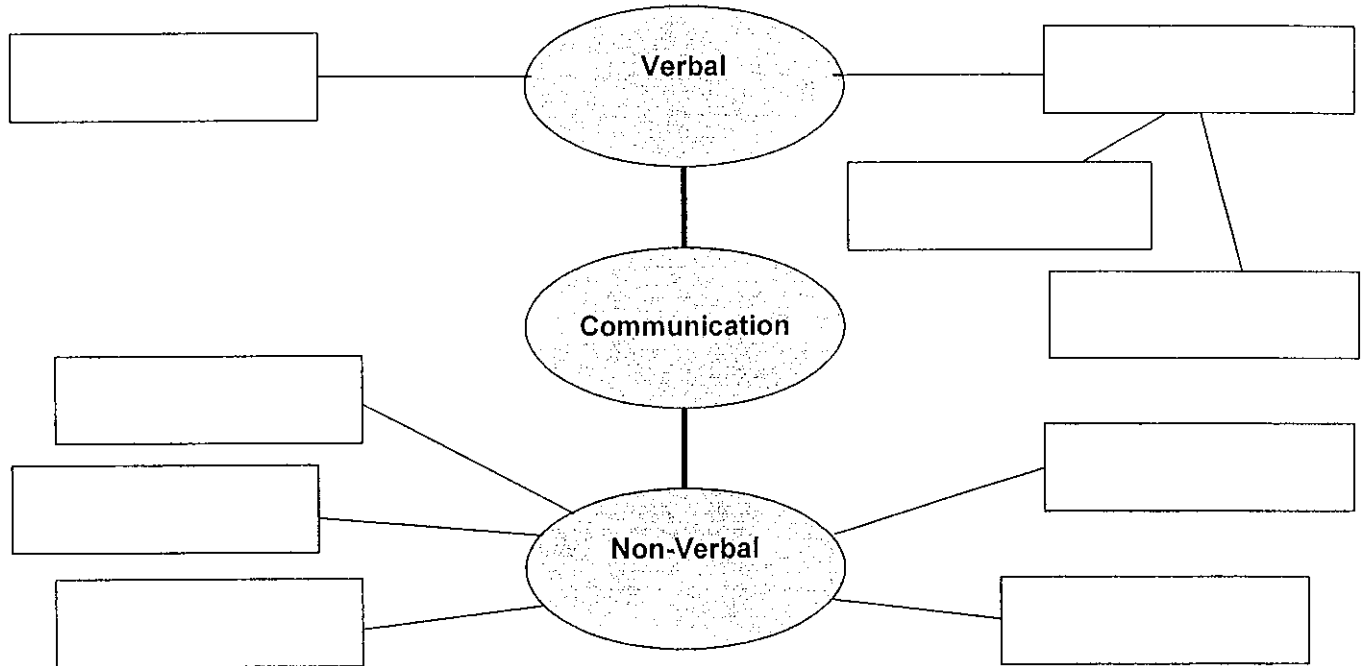
Handout

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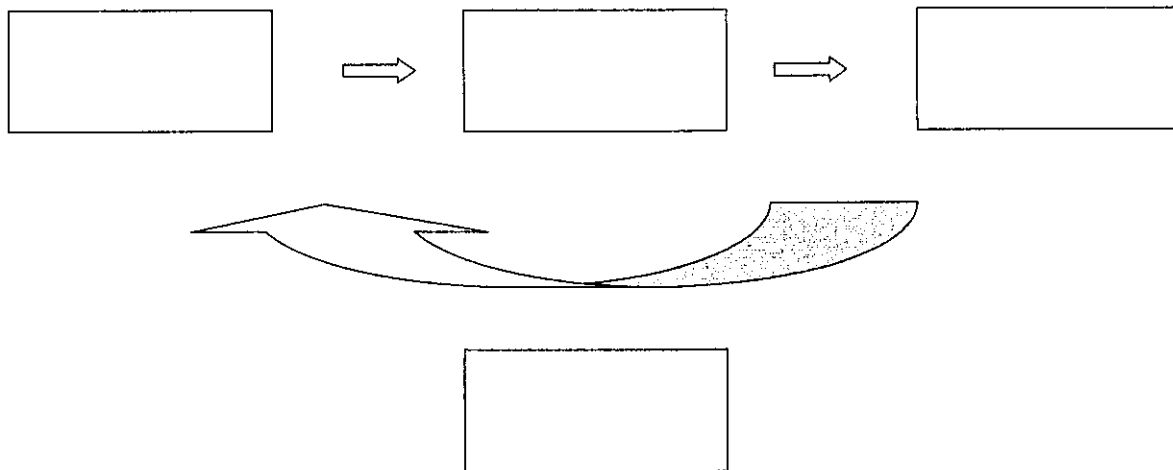
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Directions: Use the terms provided at the bottom of the page to label the diagrams.

Verbal and Non Verbal Communication:



Communication Model:



Types of Communication

- | | |
|--------------------|---------------|
| Body Language | Tone of Voice |
| Eye Contact | Touch |
| Facial Expressions | Vocabulary |
| Gestures | Written |
| Spoken | |

Communication Model

- Feedback
- Message
- Receiver
- Sender

Handout



Date: _____

Directions: In each scenario, determine the barrier and list communication strategies a healthcare professional might use to improve communication.

Scenario	Barrier	Communication Strategies
1. A physical therapist is discussing treatment plan with Hispanic male patient who has limited English skills.		
2. A healthcare professional speaks in a very soft, muted tone while working with an elderly patient.		
3. An anesthetist plays a radio loudly while preoperative care is discussed.		
4. A medical assistant asks the patient if he is here to see the doctor for his "cholelithiasis."		
5. The registration area in a local pharmacy is not accessible for a patient in a wheelchair.		
6. A staff nurse on a medical unit refuses to work with a patient admitted with end stage AIDS.		
7. A Social Worker discusses hospice care with a Middle Eastern 30 year old female patient.		

1.02 Communication Barriers & Strategies

Name: _____