Module 4: Analyzing Effective Communication

**Instructions (Please follow complete instructions)**

**Analyzing Effective Communication**

Chapters 5 through 13 all discuss various aspects of effective communication. This next assignment asks you to apply all that you have learned from these readings to a common situation you will likely see many times in your future work in health and human services.

The purpose for this assignment is to help you differentiate what are good and poor communication strategies to use with clients. Pages 131 and 132 will help guide the completion of this assignment by providing some examples of responses that demonstrate warmth, genuineness, and empathy. These examples illustrate comments that rate a grade of A through F. I would like you to use a similar approach with this scenario.

Scenario:

You have been called to an elderly woman's home. The family is upset that she is refusing to leave the home for an evaluation at the hospital even though she can no longer walk, is incontinent, and cannot get to the kitchen to fix meals for herself. She lives alone. When you arrive, you find her daughter and son-in-law exasperated for their attempts to convince her to go to the hospital for a medical workup, as her doctor has recommended. You enter the room, and after introducing yourself and finding a place to sit down near her, you start talking to her.

* I would like you to introduce the scenario and write 3 different 250-350 word responses to the client and her family that include active listening, empathetic statements, and an open-ended question(s) (See pages 132-135 for examples).
  + The first response should be a "Grade A" response to the situation.
  + The second response should be a "Grade C" response to the situation.
  + The third response should be a "Grade F" response to the situation.
* After each of the 250-word dialogue for the A, C, and F responses, I would also like you to adequately reflect back on how these responses would make the client feel.
  + Cite and reference the text and at least one additional source. No quotes should be used.
  + Also include a title page with page numbers and the grading rubric.

I do not think using so many “I" statements would be good to help your neighbor start communicating. Also saying, "I know this must be hard for you." Perhaps saying, "Would you like to share some of what's happening in your relationship with me?"

DO NOT USE “I” STATEMENTS!