INTRODUCTION: Communicating effectively with others is an important part of any health care. This assignment will help you review the main facts on effective communications.

INSTRUCTIONS: Read the information on Effective Communications. In the space provided, print the word(s) that completes the statement or answers the question.

1. Communication is the exchange of __________________________, __________________________, __________________________, and __________________________.

2. List five [5] factors that must be met to avoid interfering with the communication process.
   1. __________________________
   2. __________________________
   3. __________________________
   4. __________________________
   5. __________________________

3. Define listening - __________________________
   __________________________
   __________________________

4. Why does reflecting statements back to the speaker help in the communication process?
5. Nonverbal communication involves the use of _________________, _________________, _________________, and _________________ to convey messages or ideas.

6. Why is it important to observe a person's nonverbal behavior?

7. Identify four [4] nonverbal ways a person can convey interest and caring.
   1. _________________
   2. _________________
   3. _________________
   4. _________________

8. List three [3] common causes of communication barriers
   1. _________________
   2. _________________
   3. _________________

9. Identify five [5] ways to improve communications with a person who is blind or visually impaired.
   1. _________________
   2. _________________
   3. _________________
   4. _________________
   5. _________________

10. What is culture?

11. List four [4] senses a health care worker can use to make observations.
    1. _________________
    2. _________________
    3. _________________
    4. _________________
12. Define subjective observation.

13. Define objective observation.

14. How should an error on a health care record be corrected?

15. List five [5] benefits patients experience when health care workers have effective communication skills.

   1. 
   2. 
   3. 
   4. 
   5. 