SAMPLE LESSON / COMMUNICATION SKILLS

Respectful Communication & Distress

Professional caregiver learning sample. Full course, credentials and enrollment are not yet available.

LEARNING OUTCOME

Demonstrate a clear, calm response to repeated questions without arguing or memory-testing.

APPROACH RESPECTFULLY

Make your presence known, use the person's preferred name if appropriate, speak at a comfortable pace and reduce competing noise.

MEET THE NEED BEHIND THE QUESTION

A repeated question may express worry, not a demand for a factual quiz. Answer briefly and reassure, then offer a relevant next step.

NOTICE AND ADJUST

If your first response increases distress, stop, lower the demand, and seek guidance when safety or a new clinical change is involved.

TEACH-BACK QUESTION

How could you explain the first step to a new caregiver without reading from this page?

ROLE AND SAFETY BOUNDARY

Follow the individual care plan, agency policies, and applicable state/payer rules. Seek supervisory or clinical guidance for new symptoms, pain, injury, or immediate safety concerns.

SCENARIO / PRACTICE / COMPETENCY

Respectful Communication & Distress

Instructor or supervisor uses this sample for role play and observation.

SCENARIO

A person asks for the fifth time, "When is my daughter coming?" A caregiver replies, "I already told you five times, remember?" The person becomes upset.

PRACTICE THE RESPONSE

1. Respond once with reassurance, not blame.
2. Offer a safe, relevant next action or comfortable activity.
3. Describe what you observed and when to involve the supervisor.

OBSERVED COMPETENCY / COACHING

- [ ] Uses reassuring non-confrontational language
- [ ] Allows extra response time
- [ ] Escalates new or worsening distress appropriately

INSTRUCTOR FEEDBACK

Observed strengths: _____

Practice again / next coaching step: _____