

## 6.4 Scenarios of Effective Communication Techniques (Mentor Copy)

### Try This!

After reviewing the four primary communication techniques, read the following poor communication examples out loud with your mentee and then practice more effective communication techniques. Practicing effective communication is even better when you can use examples specific to your mentee. The following boxes of each scenario are blank on the mentee's handout.

1. "Talking to people about making an advanced directive is awful. They want to tell you their life story about Uncle Jim being on a ventilator for three months. And they ask the same questions over and over. Don't you think?"

More effective way of communicating:

"I know advanced directives are a difficult issue to discuss with patients. I sensed you were uncomfortable when Mrs. Smith asked you about completing one. Were you uncomfortable with the topic or with your knowledge level about that subject?"

2. "You always look stressed when you have to do drug calculations. It's really easy."

More effective way of communicating:

"I noticed that you seem unsure when you calculate your medication doses. How can I help? Do you want me to review my method with you?"

3. "You take things too personally. Don't let those other nurses bother you. They're not nice to anyone."

More effective way of communicating:

I understand why it is upsetting to have a co-worker treat you badly. Do you want to talk about it?"

4. Create your own example of poor communication.

More effective way of communicating: