

Chapter 4

Communication with Patients, Families, and Coworkers

Essential Learning:

Demonstrate effective communication with patients, families, and coworkers

Vocabulary:

- active listening
- conflict
- empathy
- feedback
- interpersonal skills
- passive listening
- rapport

Assignments:

_____ **Read Chapter 4**—pages 65-87 or 59-78 (2nd edition)

_____ Preview Chapter 4 **PowerPoint Presentation**

_____ Complete **End of Chapter Review**—page 87

- Case Study Questions 1-3
- Discussion Questions 1-3
- Critical Thinking Questions 1-3
- Application Activities 1

_____ Complete **Workbook Review**—pages 22-30

_____ Complete **Student Tutorial CD**

- Administrative Practice
 - Communicating with the Anxious Patient
 - Therapeutic Communication Skills
- **Print or E-Mail Progress Report**

Assessment:

_____ **Application Activities #2**—Create Outline for Manual—page 87 (do on own)

_____ **Chapter 4 Exam**