

COMMUNICATION WORKSHEET

Select the best response for resolving each of the following problem scenarios.

1. You are trying to get some work done. Mrs. Smith approaches you and asks you what time her daughter is coming to pick her up. This is the fourth time she has asked you in the last five minutes. What do you do?
 - a. Tell Mrs. Smith that you already answered her question several times and request that she try to not ask again for 15 minutes.
 - b. Respond to Mrs. Smith's question, but use a slightly different explanation since the first few times she didn't seem to understand.
 - c. Respond to Mrs. Smith in the same calm, reassuring way you have answered each previous time.

2. Mr. Martinez is sitting in a lounge area with some other folks. Standing directly behind him, in a loud voice, you tell him that it is time for you to take him to his room to see the doctor. He doesn't respond to you, even after you repeat yourself. Which answer best explains his behavior and how you should respond?
 - a. Mr. Martinez probably hears you, but doesn't want to see the doctor. You need to take him by the arm and bring him back to his room.
 - b. Mr. Martinez has not clued into the fact that you are talking to him because he can't see you. You should walk around to where you can face him, say his name, and tell him again.
 - c. Mr. Martinez is hard of hearing and ornery. It's better to not say anything to him, but to just lead him back to his room.

3. You are requesting Mrs. Jones's usual help in setting the table for lunch and have explained there will be five places to set, each place needs a knife, fork, and spoon, and when she has finished that, there will be five glasses of tea to pour. Mrs. Jones looks at you and says she does not want to help today. What could be her reason for not wanting to help?
 - a. Mrs. Jones is probably insulted that you explained all the necessary steps to her and thinks you're treating her like a child.
 - b. Mrs. Jones has forgotten that this is her job task.
 - c. Mrs. Jones has been given too many tasks to process all at once and feels overwhelmed.

4. Mr. Brown is telling you about a problem with his son who lives out of town. As he tries to explain what happened, he obviously cannot recall the name of the town where his son lives and as he struggles to remember, he becomes angrier and angrier. He starts to shout out names of towns which you know are not correct. How should you respond to him?
 - a. Respond in a reassuring way telling him that you will find out the name of the town.
 - b. Tell him that he knows those towns are wrong.
 - c. Abruptly change the topic.

5. Mrs. Adams is a great storyteller who entertains her peers in the reminiscence group with interesting tales about her earlier years. It is easy to believe what she says because she tells her stories so convincingly. One day she tells the group how you and she ñgo way back together,ñ how she remembers you when you were very young. You are really surprised since youñve only known Mrs. Adams for the past year. How should you react?
 - a. Orient her to reality, correcting the facts.
 - b. Let her talk; enjoy the story
 - c. Tell Mrs. Adams you must remind her of someone from her hometown.