

**STUDENT HANDOUT**  
**Scenarios: Practising Effective Communication Skills**

**DIRECTIONS:** Read the scenarios you have been assigned. The student taking the role of the HCA should first take a few minutes to identify three communication skills that they will apply to the scenario. The students should then act out the scenario, with the student in the role of the HCA using the communication skills they selected. The student acting as the observer should make notes about the perceived effectiveness of the communication skills that were used during the interaction. After each role play, take a few minutes to complete the debrief discussion questions.

*You are an HCA working for a home support agency. You have been asked to visit James Smith, a 72-year-old client with diabetes. When you arrive at his home, you notice that he has several candy wrappers at his bedside. You understand that you are required to report this to your supervisor and when you mention this, Mr. Smith becomes upset and shakes his cane at you.*

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*You are an HCA working in a residential care home and have been assigned to care for Mrs. Chan, a 90-year-old lady who has just moved into the care home. Mrs. Chan emigrated from China and has been living in Canada for 10 years. When you enter her room, she is crying because she misses her daughter who is no longer able to care for her at home.*

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*You are an HCA working in acute care. Today has been a challenging day for you; you are nearing the end of your shift and are feeling tired and impatient. Before you leave, the team leader asks you to check on Amit Singh. When you enter the client's room, his daughter starts to complain about the care Mr. Singh has received from you that day.*

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*You have recently been hired as an HCA in assisted living. Recently, you have noticed that one of the staff members, Jan, seems to be avoiding eye contact with you. One afternoon, when you greet her, Jan does not respond and walks away. A week later, another staff member tells you that Jan has been talking about you in the break room. How should you approach Jan about this situation?*

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*You are an HCA student who has recently started your practicum placement in assisted living. It is flu season and two of the staff members have called in sick. You are helping Mr. Soong get ready for bed, and while he is in the bathroom, the LPN enters the room. "I'm swamped!" she says, setting down Mr. Soong's medication. "Can you come and report back to me after Mr. Soong takes this Tylenol?" How will you respond to the LPN?*

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*Today is the first day of your clinical placement in multi-level/complex care and you are assigned to shadow Ray, one of the HCAs. While you are assisting with Mr. Alveraz's morning routine, Ray asks you to help him with the mechanical lift. You politely explain to Ray that you are not permitted to assist with lifts until your instructor has signed you off. Ray sighs loudly, and says, "Oh, brother. I've worked with your instructor before. Whenever she brings students here, everything takes twice as long!"*

**Debrief Discussion (after each role play):**

After each role play has been completed, the group should discuss the following:

- What important information was provided about the client and situation?
- What three communications skills were applied and why were they chosen for this client/situation?
- What did the observer/recorder notice about the communication strategies that were used?
- What worked or didn't work with the approach that was taken?
- Were there any other approaches that could have been used?