

STUDENT HANDOUT
Practising Assertive Communication

DIRECTIONS: With a partner, practise using assertive communication. Alternate so each student has an opportunity to practise in the HCA role. Debrief after each scenario.

Student 1 (Team leader):

“Hi _____ . I’m going on my lunch break now. Janice will cover this team as team leader while I’m on my break, but she is really busy, so you can go ahead and change Mr. Grey’s IV bag when it’s empty. The new one is on the bedside table all ready to go.”

Student 2 (HCA):

You know this is not in your defined role as an HCA. What will you say to the team leader?

Student 1 (Client’s daughter):

“We are so appreciative of what you do for our father. Please accept this bottle of wine as a thank you from our family.”

Student 2 (HCA):

You know you are not allowed to accept gifts from clients. What will you say?

Student 1 (HCA student on clinical in a complex care facility):

“Excuse me, could you help me to transfer Mrs. Jones? I know that the policy is to always have two people when using the ceiling lift.”

Student 2 (HCA at a complex care facility – acting as a mentor):

“Just do it on your own. We don’t have time to have two of us use the lifts. This is the real world.”

Student 1 (HCA student on clinical in a complex care facility):

How would you respond?

Debrief Questions

- How comfortable were you saying “no” to the request?
- Did you use assertive vs. aggressive communication?
- Consider what you might say if the other party (i.e., Team leader, Client’s daughter and/or HCA) said to “just do it anyway?”
- What are possible outcomes of not using assertive communication in these situations (e.g., risk to client and personal safety, etc.)?