

Therapeutic Communication: Curriculum Outline

Module	Objectives	Contents
Courtesy	Upon completion of this module, student will be able to: • Complete basic steps towards courteous service • Identify the “do’s” and “don’ts” of body language • Respect personal space • Identify and perform appropriate physical interaction • Appropriately introduce him/herself to clients and guests/visitors • Successfully answer the phone and have helpful, positive conversations with callers • Courteously say goodbye to clients and guests/visitors	• Definition of courtesy as it relates to healthcare • Courtesy pre-test • Steps to courtesy • Story examples • Do’s and don’ts of body language • Analysis of body language • Explanation of acceptable physical interaction • Focus on proper procedures to introductions, greetings, answering the phone, and saying goodbye
Be There	Upon completion of this module, student will be able to: • Understand what it means to be there – mentally, physically, and emotionally – for clients • Prioritize needs of the work environment • Identify what order to performs tasks in based on need and importance	• Story examples • Steps to being there for clients • Instructions on how to best prioritize – how to put people first • Interactive examples: identifying priorities
Listening	Upon completion of this module, student will be able to: • Become an active listener • Use specific instructions on how to	• Steps to active listening • Conversation examples • How to listen without judgment, and examples of

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	engage in conversation with clients • Set aside personal opinions and judgments when listening and responding • Identify mental interruption, and stop it from happening when speaking with clients and coworkers • Respond appropriately, and be able to determine whether he/she is having a conversation that requires responding with a solution to a problem or simply engage in talking casually • Focus a conversation on the client • Read non-verbal cues	situations in which a person might be inclined to • Story examples • How to avoid mental interruption • Guide to responding – including how to identify what type of conversation you’re having • Examples of reading non-verbal cues
Be Reliable	Upon completion of this module, student will be able to: • Keep track of tasks and needs • Follow steps in order to be reliable • Know how to give a status report • Find a way to say “no” positively • Help clients – or find help for them • Pass off tasks on to coworkers if unable to perform them – and do so appropriately and successfully • Identify and perform the basics of reliability as well as go above and beyond the job description by anticipating needs	• Steps to being reliable • Examples of how to give a status report • Story examples • Instructions on how to “always” say yes • Key phrases to use when passing tasks on to others • Explanations of reliability basics • Ideas on how to achieve real reliability success • Learning activity on recognizing reliable work behaviors
Be Positive	Upon completion of this module, student will	• Specific examples of what it

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	be able to: • Know the factors required to being positive • Adopt positive behaviors – even in what seem like negative situations • Identify positive behaviors in healthcare workers, and negative behaviors in healthcare workers • Think yes, and say yes • Be positive with coworkers, and know the importance of focusing on creating an effective atmosphere	means to be positive – including how to keep a positive attitude and remain agreeable in difficult situations • Story examples • What is included in positive behavior, and what is not • Interactive identification of positive and negative behaviors • Examples of how to always say yes • The importance of being positive with coworkers, and the consequences of being negative
Clientspeak	Upon completion of this module, student will be able to: • Identify patronizing speech, and avoid using it • Know how clients feel about the use of patronizing speech • What to do when encountering patronizing speech • Understand what types of language bother people • Identify people who are common victims of patronizing speech • Be prepared for common reactions and	• Activity on language that bothers people • Learning game on telling the difference between baby talk and clientspeak • Statistical look at how people react to clientspeak • Links to outside, expert resources on clientspeak

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	feelings victims of clientspeak experience • Recognize and use response styles	
Stress and Healing	Upon completion of this module, student will be able to: • Identify a person in stress through words, demeanor, and body language • Help a distressed person through contact • Understand the mental and physical impacts stress has on a person • Perform specific routines found to eliminate and/or reduce stress in clients • Recognize and respect important boundaries that exist between healthcare workers and client • Appropriately cope with situations where he/she finds him/herself becoming over-involved with clients	• Link to outside lecture series on stress and healing • Discussion of studies on the effects of stress • Step by step guide of how to help decrease stress in others as well as the best ways to assist someone affected by stress • Guidelines to healthcare ethics and the risks and consequences of becoming over-involved with clients