

# STRENGTHENING COMMUNICATION: Building Partnerships with Family Members

A Training for Certified Nursing Assistants and Home Health Aides

Direct care workers (DCWs, i.e., Certified Nursing Assistants and Home Health Aides) play a vital role in the care of people in need of long-term care. Whether care is provided in the home or in a facility, DCWs regularly interact with family members. By giving DCWs skills, tools, tips and practice time, this training series hopes to enhance the communication skills of DCWs with family members, thereby increasing everyone's satisfaction and comfort level. These four one-hour modules include practice scenarios, video clips, activity worksheets, and detailed directions for trainers.



## 1 **MODULE 1: Building a Sense of Mutual Respect and Trust with Family Members**

The goal of this module is to help the direct care worker communicate efficiently and effectively with the family members of patients in your care.

## 2 **MODULE 2: Explaining Your Role to Family Members and Clarifying Expectations**

The goal of this module is to help the direct care worker explain appropriate aspects of their caregiver role and help family members develop clear and realistic expectations.

## 3 **MODULE 3: Understanding and Responding to Emotional Reactions of Family Members**

The goal of this module is to help the direct care worker understand and respond to the emotional reactions they may experience from family members.

## 4 **MODULE 4: Understanding and Responding to Family Members When They are Angry**

The goal of this module is to help the direct care worker understand and respond to the angry reactions they may experience from family members.

UC Irvine Program in Geriatrics provides clinical care, innovative medical education and pioneering work in the study of elder mistreatment. Visit us online to learn more! [www.som.uci.edu/geriatrics](http://www.som.uci.edu/geriatrics) and [www.centeronelderabuse.org](http://www.centeronelderabuse.org)

For a free download of these training modules and others, visit: [www.thescanfoundation.org/grants-rfps/direct-care-workforce](http://www.thescanfoundation.org/grants-rfps/direct-care-workforce)