

Video: Communication in practice



Transcript

What not to do

Sena: Dinner time.

Dot: What's that dear? I can't hear you.

Sena: Come along here is your walker up you get.

Dot: Sorry. I don't understand. Where are we going?

Sena: I told you before. Come along now.

Dot: No thank you very much. I'm happy, I'll stay here. I really don't understand why you come in here and talk nonsense. And where's the TV guide? I asked that this morning.

Sena: Now stop been difficult, I have a lot of other residents that need my help you know.

Dot: Don't talk to me like I'm a child. I'm not stupid you know.

Positive verbal communication

Sena: Good evening Mrs. Jenkins I'm Sena.

Dot: Hello dear, I think I was having a little sleep.

Sena: That's good sleep can be very relaxing. There's a lovely roast dinner on the menu this evening. Would you like to come and have some dinner.

Dot: I don't know. I'm a bit tired tonight.

Sena: Well how about we take a walk to the dinning room anyway, you never know you might change your mind when we get there. There's a nice soup if you'd prefer that. Let me help you and we can go taste that soup.

Dot: What kind of soup?

Sena: I think it's a nice chicken and vegetable one. Okay here go. Here's your walker Dot. Alright, plenty of time, I think I just saw Mrs. Sabeel heading to the dining room too.