**Communication Competency**

* 1. **Interpersonal and Oral Communication Skills**:

**Activity #1: Word of the Wise**

PP #8-10, 1 sheet of unused paper, pencil/pen,

**Activity #2: Transactional Communication Model-Ping Pong**

PP #12, Copy of “Transactional Communication Model” handout. 1 ping pong ball or marble. Pen/pencil.

**Activity #3: Transactional Communication Model-Using the Model & Case Study**

PP #13-14, Copy of “Transactional Communication Model” handout. Pencil/pen.

**Activity #4: Fine**

PP #18

**Activity #5: Perceptions on the Job Observation**

PP #24-26

**Activity #6: Perception Checking: Reflection, Analysis, & Role Play**

PP #28-29. Pen/Pencil and paper.

* 1. **Small Group Communication Skills:**

**Activity #1: Role Playing**

PP #6, Copy of “Night Nurse and Day Nurse role playing Activity”.

**Activity #2: Using “I” Language**

PP #20, “Defensive and Supportive Communication Patterns” handout.

* 1. **Listening Skills**

**Activity #1: Wright Family Listening Activity**

PP #5-6, The Wright Family Story. Paper Clip or small item for each person.

**Activity #2: Role Playing Listening Activity: Chart Nurse and Patient**

PP #13, Copy of “Chart Nurse and Patient Activity role playing Instructions”.

**Activity #3: Role Playing Listening Activity: Nurse Manager and Nurse**

PP #13, Copy of “Chart Nurse and Patient Activity role playing Instructions”.

**Activity #4: How Many Good Listeners Do You Know**

PP #23.

* 1. **Non-verbal Communication Skills**

**Activity #1: Nonverbal Questionnaire**

PP #6.

**Activity #2: Turnip**

PP #8.

**Activity #3: Fine**

PP #12.

**Activity #4: Dietician Role Play**

PP #14. Copy of “Dietician, Doctor, and Patient role playing instructions”.

**Activity #5: Are You Cold**

Pencil/Pen. PP #16.

**Activity #6: Pitch and Tone: Will you clean up this mess with me tonight?**

PP #19.

**Activity #7: Case Study: How much is that ring worth?**

PP #22. Pen. Case study on page 16. Optional: other case studies on pages 17-18.

**Activity #8: My Personal Bubble**

PP #24

**Activity #9: Stop You’re On Fire**

PP #26

* 1. **Information & Communication Technologies**

**Activity #1: Channel-Lean or Channel-Rich**

PP #7, Blank sheet of paper.

**Activity #2: Change the Technology**

PP #13, Blank sheet of paper.

* 1. **Written Communication**

**Activity #1: Weasel Word Instructions**

PP #11, Copy of “Discharge Instructions” for each person. Colored pens/pencils. Sheet of blank paper.

**Activity #2: Read Your Last…**

PP #15, Access to their text messages, email, and FB posts. Paper and pen/pencil.

* 1. **Professional Networking**

**Activity #1: Jigsaw Puzzler**

PP #6, Small jigsaw puzzle (35-50 pieces).

**Activity #2: Speed “Dating”**

PP #13, Watch or device to track time. Piece of paper for “flip chart”

* 1. **Emotional Intelligence**

**Activity #1: Self-Awareness**

PP #8, Picture of “Minions Replacing a Lightbulb”.

**Activity #2: Self-Management**

PP #14. A large room.

**Activity #3: Social Awareness**

PP #17. A large room.

**Activity #4: Relationship Management**

PP #20. “Win-Win” role-playing instructions

**Workplace Ethics and Professionalism**

1. **Ethics in Healthcare and HIPAA**

**Activity #1: Ranking Professions**

PP #5, Blank piece of paper per participant, pen/pencil

**Activity #2: Ethical Donut**

PP #7, An area large enough for two circles, one inside the other

**Activity #3: Thought Shower**

PP #10, large piece of poster board or paper for each group of five participants, difference colored writing utensil for each group

**Activity #4 Head or Heart – What about Thomas?**

PP #16, The slides in the PP that present the case

1. **Flexibility and Adaptability**

**Activity #1: Finger-Focus**

PP #6

**Activity #2: Impromptu Speaking**

PP #10-12, 3x5 or 4x6 white index card per participant, pen/pencil, timer, optional: topic sheets and a hat or box from which to randomly remove topic sheets

**Activity #3: Moral Dilemma**

PP #13

**Activity #4: Write & Respond: Case Study**

PP #20

**Activity #5: Self-Monitor**

PP #21, one copy for each participant of the self-monitoring assessment worksheet, pen/pencil, optional: provide each participant a copy of PP #22

1. **Integrity**

**Activity #1: Your Yes’s and No’s**

PP #7, one set of instructions per group of two-one copy of “Speaker” questions and one copy of “responder” questions, pen/pencil

**Activity #2: Integrity Self Evaluation**

PP #10, enough copies of the “self-evaluation” worksheet for each participant, pen/pencil

**Activity #3: Defining Honesty and Integrity**

PP #12, one copy of the “integrity and honesty” worksheet per group, pen/pencil, two bags of M&M’s one bag filled with M&M’s and the other bag emptied and filled with something else (rocks, marbles, sand, etc.), two clear bowls or containers to pour the contents of each bag into

**Activity #4: Game Plan**

PP #21, piece of paper, pen/pencil

1. **Lifelong Learning**

**Activity #1(part one): You Have New Messages**

PP #7, Copy for each participant of the “You have new messages” worksheet, optional: prizes (such as a certificate, candy, slinky), pen/pencil

**Activity #1 (part two): You Have New Messages**

PP #17-18, Copy for each participant of the “You have new messages” worksheet, optional: prizes (such as a certificate, candy, slinky), pen/pencil

**Activity #2: Shattering Stereotypes**

PP #9, One copy of “shattering stereotypes of lifelong learning” worksheet for every two participants

**Activity #3: Planning**

PP #10-12, one copy of the “planning activity” worksheet, one copy of the “planning interpretation: scores and next steps” handout, pen/pencil

**Activity #4: Dreams, Goals, and Planning**

PP #13-16

**Activity #5: Dr. Seuss, self-reflection and creativity**

PP #19, paper/pen for each participant, timer/stop watch

1. **Social Graces**

**Activity #1: What is my Social Graces Score?**

PP #6, copy of “social graces” quiz per participant, pen/pencil, optional-copy of score sheet

**Activity #2: Lasting First Impression**

PP #13, copy of the “lasting first impression” role playing instructions

**Activity #3: Tone of Voice**

PP #17

**Activity #4: Outliers**

PP #18, poster paper or flip chart paper, magic markers for each participant

1. **Social Media and Technology Use**

**Activity #1: Gallery Walk (15-20 minutes)**

PP #7-8, a room large enough to display 12 statements and permit participants to walk around the room to review and vote on the statements, size sheets of paper, tape, 12 round stickers for each participant

**Activity #2: Degrees of Separation (15-20 minutes)**

PP #11-16, 6 degrees of separation activity sheet, social media post scenarios

**Activity #3: Social Media Meet & Greet (10-15 minutes)**

PP #19-20, 4 jars of different colors of glitter

1. **The 4 A’s-Attendance, Appearance, Aesthetics, Accountability**

**Activity #1: Stressed for Success**

PP #10, Butcher paper and other poster sized material, markers/pens

**Activity #2: Dress Code: Old and New**

PP #16, markers/pens, Butcher paper or other poster sized material, copies of current Dress Code-one copy per group, copies of old dress code (at least 10 years old) -one copy per group

**Activity #3: Ball Juggler**

PP #18, soft, easily thrown balls (one per participant)

**Activity #4: Not Your Ordinary Sand Castle**

PP #20, copies of “not your ordinary sand castle” one per participant

**Team Building and Collaboration**

1. **Building Effective Collaborative Teams and Followership**

**Activity #1: Synergy Quiz (15-45 minutes)**

PP #7-9, One copy of the Synergy Quiz per participant plus one more per group

**Activity #2: Match That Drug (10 minutes)**

PP #10-11, One copy of the Match That Drug worksheet per participant

**Activity #3: “Style Stepping” (45-60 minutes)**

PP #13-18, One copy of “Style Stepping” worksheet per participant

**Activity #4: Power Resources (10-15 minutes)**

PP #19-20

**Activity #5: Spaghetti Challenge (25-35 minutes)**

PP #22, One package of spaghetti for every three groups (3-5 members per group), one bag of small marshmallows for every five groups, one paper lunch bag for each group

1. **Leadership Management Skills (Delegation vs Dumping)**

**Activity #1: Musical Paper Bag**

PP #7-8, A room large enough to have several paper bags laid flat in different places with room enough for participants to roam around, 4 or 5 large paper bags, music that can be turned off and on (danceable or upbeat music is suggested)

**Activity #2: Pretzel Picture**

PP #13-14, Paper towel for each participant, 15 thin stick pretzels for each participant

**Activity #3: Identifying Leadership**

PP #20, Piece of paper for each participant, pen/pencil

1. **Passion for the Job and Positive Attitude**

**Activity #1: Recognizing Positive and Negative Behavior**

PP #6, Poster sized paper and pens for each group, index cards for personal use

**Activity #2: A Picture is Worth a Thousand Words**

PP #10, A copy of the “Who, Me?” cartoon for each participant, a copy of the definitions for each cartoon, pen/pencil

**Activity #3: What Made or Makes You Passionate About Your Career?**

PP #16, paper, pen/pencil

**Activity #4: Personal Stories- This is Why We Do What We Do**

PP #24, Paper, pen/pencil

1. **Workplace Pride and Self Confidence**

**Activity #1: Big & Little Old Me**

PP #7-9

**Activity #2: Authoritative & Approachable**

PP #13-16

**Activity #3: Creating a Sunny Organizational Climate**

PP #19, Large chart paper (two sheets) per group, colored markers, push pins or tape to display chart

**Activity #4: Building Confidence One Word At a Time**

PP #20-24, at least two 3x5 or 4x6 white notecards for each participant, pen/pencil for each participant, timer with second hand, “Personal Report of Public Speaking Anxiety Self-Assessment” worksheet, PSPRSA score sheet

**Activity #5: Workplace Pride**

PP #26, Chart paper, one piece per group, colored pens (one pen per participant, timer with second hand

**Effective Problem Solving**

1. **Conflict Management**

**Activity #1: What is Conflict?**

PP #5, Pen/Pencil, Flip chart paper

**Activity #2: How do we Frame Conflict?**

PP #11

**Activity #3: Anything, Something, Everything**

PP #15-16

**Activity #4: What is Your Conflict Management Style?**

PP #17-23

**Activity #5: Conflict is…**

PP #25, Flip Chart Paper

**Activity #6: Write a Case Study**

PP #26-27

1. **Critical Thinking and Sound Judgment**

**Activity #1: What is the Answer?**

PP #5-9

**Activity #2: Doesn’t Belong**

PP #13-14

**Activity #3: Dr. Cross Interference Quiz and Answer Key**

PP #19, Copy of Dr. Cross handout for each participant, pen/pencil

**Activity #4: Same and Difference**

PP #21

**Activity #5: Dare Dare**

PP #23-26

1. **Effectively Giving and Receiving Feedback**

**Activity #1: Find the Ball**

PP #5-8, 1 Golf Ball

**Activity #2: Discussion of Feedback in Healthcare**

PP #13-14

**Activity #3: The In-Law Scenario**

PP #19-20, Three hard copies of the “In-Law Scenario”

**Activity #4: Sparkling Moments**

PP #25, One copy of “sparkling moments” handout for each participant, pen/pencil

1. **Stress Management and Self Care**

**Activity #1: Life Stress**

PP #10, One “Life stress score” results sheet for each participant, pen/pencil, calculators (optional)

**Activity #2: Pair/Share**

PP #11

**Activity #3: Compassion Fatigue Self-Test**

PP #20, One “Compassion Fatigue Self-Test” for each participant, pen/pencil

1. **Time Management**

**Activity #1: Job Stressors Quiz**

PP #4

**Activity #2: Who? Me? Stressed? Role-Play**

PP #5, Copy of “Who? Me? Stressed?” worksheet, pen/pencil

**Activity #3: Planning Activity**

PP #8-10, One copy of the “Planning activity” worksheet (includes SIDE A and SIDE B) for every participant, one copy of the “Planning: Interpretation, Scores & Next Steps” handout, pen/pencil

**Activity #4: How Many Fit?**

PP #12-14, 1 clear glass vase or jar large enough in size to be seen throughout the room but small enough to be manageable, large rocks, small rocks (gravel or pea gravel, sand and water, the large rocks must be able to fit in the glass jar, the other rocks and water should be sufficient in quantity to fill the glass jar as detailed in the procedure, a box or covered tub to hide the objects until in the procedure

**Activity #5: We Got the Power!**

PP #15-17

**Embracing Diversity**

1. **Cultural Professionalism and Competency**

**Activity #1: Web of Culture**

PP #7-9, “Web of Culture” worksheet (one per participant and one additional copy per group), flip-chart paper and pen

**Activity #2: Culture As Iceberg**

PP #12, Flip Chart paper, pen/pencil

**Activity #3: Interplay of Cultures**

PP #14, Flip-Chart paper and 4 pens of different colors

**Activity #4: Cultural Sensitivity Practice**

PP #15, “Cultural Sensitivity Practice Table” (one copy per participant)

**Activity #5: Touchpoints**

PP #16, “Touchpoint Matrix” worksheet (one per participant), Flip-Chart paper and pen

1. **Diversity in the Workplace-Peers and Patients**

**Activity #1: Ground Rules**

PP #4, large chart of paper for each group, large pens

**Activity #2: Inside/Outside**

PP #10, Two flip-charts or dry erase board or chalk board, markers or chalk

**Activity #3: Stereotypes**

PP #12-14, flip-charts (one per group), Tape or Pins to display chart, markers

**Activity #4: We are all Professional**

PP #15-16, “First Thoughts” worksheet-one per participant plus one per group, pen/pencil, “First Thoughts” master copy on large chart paper or dry erase board and markers, calculator

**Activity #5: Know your Teams**

PP #18-22, Option: Writing instrument and paper for each participant (if quiz is conducted using the Pp slide) or one copy per participant of “know Your Terms” pop quiz

**Activity #6: Talk about Talk**

PP #23-24, “Talk About Talk” questionnaire (one copy per participant), pen/pencil, Optional: provide each participant a copy of PP #23

1. **Mutual Respect**

**Activity #1: What Do You See?**

PP #7, Paper (8 ½ x 11), Pen/Pencil

**Activity #2: What Should You Do?**

PP #12, Paper (8 ½ x 11), Pages that were completed in Act #1

**Activity #3: On a Long Voyage Home**

PP #17, “Lessons Learned From the World of Science Fiction” worksheet for each participant, “Lessons Learned From the World of Science Fiction” answer key for trainer, Pen/Pencil

**Activity #4: We’re More Alike Than You Think**

Pp #18

1. **Tolerance**

**Activity #1: Crayons**

PP #5-7, Two blank sheets of paper for each participant, a box of crayons for each group of 5-6 participants

**Activity #2: Draw it**

PP #12-17, One piece of paper for each participant, a box of crayons for each group of 5-6 participants

**Activity #3: Claim it**

PP #20, A room with two open walls opposite each other and enough room to allow participants to line up against a wall and cross to the other wall

**Activity #4: Squares**

PP #22

**Demonstrating Compassion**

1. **Empathy Caring Behaviors**

**Activity #1: Empathy Quiz**

PP #5

**Activity #2: Triad Role Play**

PP #11. Copies of the “Empathy Participant Instructions”-one copy per each group of three participants

**Activity #3: Tiffany and Fran Dialogue**

PP #14-15. One copy for each participant of the “Tiffany and Fran Dialogue” (found on page 8)

**Activity #4:** **Empathy Case Study**

PP #18

**Activity #5: Picture of Empathy**

PP #19. Piece of paper for each participant. Pen/pencil (color crayons or colored pencils to share)

**Activity #6: Optional Empathy Video**

PP #21. Equipment, including audio and video so that participants can see the video

1. **Motivational Interviewing**

**Activity #1: Ambivalence**

PP #11, One copy each of the *Galanter Health and Safety Quiz*, pen/pencil

**Activity #2: Persuasion Role-Play**

PP #18, Copies of the role play scenarios

**Activity #3: Tape-Face Listening**

PP #26, Timer, Tape (Fun colored tape for participants to place over their mouths)

**Activity #4: Reflective Thinking/Listening Role-Play**

PP #29, Example role-play: Three copies

**Activity #5: Affirmation**

PP #31, Large chart paper, colored pens

1. **Self-Reflection**

**Activity #1: Personal Self-Reflection**

PP #9, One 8 1/2 x11 inch sheet of paper, pen/pencil

**Activity #2: Self-Reflection Depth Perception**

PP #14, One 8 1/2 x11 inch sheet of paper, pen/pencil

**Activity #3: What, So, What, Now What?**

PP #17, One 8 1/2 x11 inch sheet of paper, pen/pencil, copy of “What, So, What, Now What?”