**High Plains Technology Center**

**Health Careers**

**Learning Activity Packet (LAP) for Nursing Assistant**

**Related unit of instruction:**

Mental Health - Trust and Communication

**Approximate Completion time:**

6hours

**Rationale for the Lap:**

This LAP is designed to prepare the student to summarize communication and trust-building skills.

**Criteria for successful completion:**

By the end of this LAP the student will

1. Read and turn in end of chapter questions for Chapter 4 in Marshburns, Cox-Stevens and Thomson’s *The Mental Health Worker: Psychiatric Aide,* Delmar Learning, 2007
2. Pass the test for the chapter

**Learning Objective:**

Trust and Communication Chapter 4

1. Define and correctly spell each of the key terms.
2. List three types of trust.
3. Discuss helpful ways of gaining the trust of a patient.
4. Cite different types of communication and give examples of each.
5. Define a one-to-one interaction.
6. Provide examples of other staff/patient interactions.
7. List five tips helpful in conflict resolution.