



Geriatric Scenarios

Student Workbook



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Listening

Scenario

Scenario: Ms. Jacobson has severe dementia and tends to tell stories repeatedly. Cara is a nursing assistant coming on shift to replace Paula. Paula says, “Ms. Jacobson is quite the talker today. I would suggest just ignoring her. I left her in her room talking to the wall.” Cara is upset by what Paula said and goes to check on Ms. Jacobson. She finds her crying in her room.

Points of view to consider:

Ms. Jacobson

Paula, a nursing assistant

Cara, a nursing assistant

Answer the following key questions:

1. Why was Cara upset by what Paula said?
2. What might be some reasons that Ms. Jacobson is crying?
3. How would you handle a client who has dementia and repeats things?

Listening

Barriers to Listening

On the left-hand side, list any barriers to listening that you can identify in the scenario. On the right-hand side, identify a solution that would overcome that barrier.

Examples of barriers: short attention span, background noise, frequent interruptions

Active listening strategies to consider:

- Maintain eye contact
- Be still
- Nod your head
- Lean toward the speaker
- Show interest
- Signal encouragement
- Listen for feelings
- Don't interrupt
- Be attentive to nonverbal cues
- Ask probing questions
- Reflect
- Ask appropriate questions
- Summarize or repeat
- Clarify

Barriers to Listening	Solution

Respect

Scenario

Scenario: Mr. Yanish is in the last stages of Alzheimer’s disease. He has lost his ability to respond to his environment or communicate. He is bedridden and just stares at the wall. Greg is the nursing assistant on the floor and has Kayla, a high school student, job shadowing him today. Greg walks in and says, “Hi Mr. Yanish. My name is Greg and I am just going to turn you.” While in Mr. Yanish’s room, Kayla says, “Why do you even talk to him? He looks like he’s going to die any minute.”

Points of view to consider:

Mr. Yanish

Greg, the nursing assistant

Kayla, the high school student

Answer the following key questions:

1. How do you think Greg feels about Kayla’s question?
2. How should he respond to Kayla?
3. Do you think Mr. Yanish can still hear what is being said around him?
4. How do you show respect to a patient that cannot communicate?

Respect

How to Give and Receive Respect at Work

Put a checkmark by 3 ways Kayla in the scenario could give respect in the workplace. On the next page, write a short explanation how each of these could be implemented in the scenario.

- ___ Treat people with kindness and courtesy.
- ___ Encourage coworkers to express opinions and ideas.
- ___ Use people's ideas to improve or change work.
- ___ Listen to what others have to say before speaking.
- ___ Never interrupt or cut off another person.
- ___ Never insult people, name call, or put down their ideas.
- ___ Treat people fairly and consistently.
- ___ Do not belittle, nitpick, or patronize.
- ___ Provide equal opportunity for employees to participate.
- ___ Praise more than you criticize.
- ___ Use the Golden Rule.
- ___ Practice what you preach.
- ___ The only true respect is mutual respect.
- ___ Give others tasks or orders considerately.
- ___ Have empathy.
- ___ Carefully phrase suggestions, objections, and requests.
- ___ Have dignity.
- ___ Do your job and do it well.
- ___ Be discreet.
- ___ Present a professional image.
- ___ Be confident.
- ___ Learn everyone's name.
- ___ Keep your word.
- ___ Keep your cool.

Respect

Strategies to Give Respect at Work

Example: Have empathy. The nurse could say to the patient, “It sounds like you are in pain from what you are telling me. I’ll page Dr. Thompson right away to see what we can do to help you.”

Strategy 1:

Strategy 2:

Strategy 3:

Responsibility

Scenario

Scenario: Mr. Franklin needs to use the bathroom and is sitting barefoot on the edge of the bed. Amy, the nursing assistant, walks in the room. “Hurry!” says Mr. Franklin, “I don’t want to wet my pants!” Amy grabs his slippers and says, “Let’s put these on first so you don’t fall.” Mr. Franklin tells her there is no time. He attempts to stand up. Amy needs to make a quick decision: forego the footwear and hope he doesn’t fall, or put the footwear on and risk the chance of incontinence.

Points of view to consider:

Facility policies and procedures

Mr. Franklin

Amy, the nursing assistant

Answer the following key questions:

1. What are Amy’s responsibilities to the patient and to the facility?
2. Which decision would you make?
3. How would you explain your decision to Mr. Franklin?

Responsibility

Spheres of Responsibility at Work

As the employee in the scenario on the previous page, indicate whether you feel responsibility for or to each group or individual on the list. If yes, give an example of one kind of responsibility you have as it relates to the scenario. Add additional persons or groups if needed.

Person or Group	Yes	No	Example of responsibility you have
Self			
Mr. Franklin			
Amy's Manager			
Facility Policies			

Patience

Scenario

Scenario: Although quite shaky, Mrs. Martinez insists on feeding herself at meals. It takes her an hour to finish a meal. Nina, the nursing assistant, has requested to leave early. The nurse tells Nina she can leave after Mrs. Martinez is finished eating. Nina sits across from Mrs. Martinez and begins to wait. After a few minutes, Nina tells Mrs. Martinez how she has an exam tomorrow and how she really needs to go home to study but cannot leave until Mrs. Martinez is finished eating. Mrs. Martinez says she is done eating despite food being left on her plate.

Points of view to consider:

Mrs. Martinez

Nina, the nursing assistant

Answer the following key questions:

1. Do you think Nina should have been more patient with Mrs. Martinez? Why or why not?
2. How do you think Mrs. Martinez felt after hearing Nina's situation?
3. How does someone learn patience?

Patience

Impatience: Finding the Cause and Managing the Symptoms

You've identified the cause of the impatience in the key questions above. Now put together a plan to manage these symptoms.

Management Plan

Brainstorm and make a list of 5 strategies that you can use to manage the symptoms of impatience in the scenario.

1.

2.

3.

4.

5.

Presentation Skills

Scenario

Scenario: Monica, a nursing assistant, is asked by Deb, the nurse educator, to help with a patient education session. Deb will be talking about proper use of walkers and canes. She would like Monica to demonstrate as she talks. Monica agrees but is nervous. She wonders what would happen if she does it wrong. Will Deb correct her in front of everyone? Would she tell her supervisor?

Points of view to consider:

Monica, the nursing assistant

Deb, the nurse educator

Answer the following key questions:

1. How can Monica prepare for this presentation?
2. What questions should Monica ask Deb?
3. How could Deb ease Monica's fears?

Presentation Skills

Top 10 Tips for Effective Presentations

Presentations can come in many forms. They can range from using slide presentations to share information, to orally presenting information as we saw in this scenario. There are strategies that you can use, regardless of the type of presentation, to improve how the information is given and received. Briefly explain how each of the strategies below could be used to help improve the presentation skills in the scenario.

Focus on the audience's needs

Connect with your audience by showing your passion

Keep the core message simple

Start out strong

Make eye contact and smile

Top 10 Tips for Effective Presentations

Use your voice effectively

Include stories to engage your audience

Use your body

Slow down, relax, and breathe

End with a strong conclusion

Using Technology

Scenario

Scenario: Hailey arrives home after a long shift as an aide. She remembers that she forgot to document that she bathed Mr. Johnson before she left. Hailey calls the facility and asks for Jackson, another aide. She explains the situation to Jackson and asks him to chart it for her. She gives him her username and password so he can chart it under her name.

Points of view to consider:

Hailey, an aide

Jackson, an aide

Answer the following key questions:

1. Should Jackson chart for her? Why or why not?
2. What is another option for Hailey?
3. What consequences could Hailey face for giving Jackson her username and password?

Using Technology

Role Playing

Technology comes in many forms, from software, to research tools, to marketing solutions and more.

Assume the role of Hailey in the scenario. What could you do to avoid a scenario like this in the future?

Problem-solving

Scenario

Scenario: Mr. Khan is a new patient and his family is very involved with his daily activities. Today, Mr. Khan's daughter Farah is present. Lucas is the nursing assistant on the day shift and has not worked with him yet. When he comes in to get Mr. Khan ready for breakfast, Farah says, "We told the nurse last night that today is the first day of Ramadan. He needed to eat before dawn since he will be fasting all day. I believe we even put it on the forms when he came here." Mr. Khan nods in agreement. Lucas has no idea what Ramadan is and does not know what to say to Farah.

Points of view to consider:

Mr. Khan

Farah, the daughter

Lucas, the nursing assistant

Answer the following key questions:

1. What should Lucas say to Mr. Khan and Farah?
2. How do you think Mr. Khan and Farah feel about the miscommunication?
3. How can Lucas learn about Ramadan?
4. How can future problems be avoided?

Problem-solving

Organizer

Use the 7 steps to problem-solving to solve the problem in the scenario.

1. Problem	4. Evaluate the options Pros Cons
2. Other points of view	
3. Options	
	5. Solution
	6. Documentation and steps to implementation
7. Evaluation and monitoring	

Negotiation

Scenario

Scenario: Megan, a volunteer, finds Mrs. Green, one of the residents, trying to push herself outside in her wheelchair. Megan asks, “Where are you going, Mrs. Green?” Mrs. Green replies, “My work is done here, so I’m going home.” “Mrs. Green, this is your home,” Megan says. Mrs. Green looks angrily at her and states, “No it isn’t. I work here! Now let me go home!” Mrs. Green proceeds to exit the building and Megan doesn’t know how to convince her to stay.

Points of view to consider:

Mrs. Green

Megan, the volunteer

Answer the following key questions:

1. Why do you think Mrs. Green wants to leave despite living there?
2. What should Megan do to convince Mrs. Green to return to the building?
3. How is negotiation different with someone who has memory problems?

Negotiation

Scenario

4. How can you use the five stages of negotiation to reach an agreement? Can you?

Prepare

Discuss

Propose

Bargain

Agree

Negotiation

Negotiation at Work

There are four different types of solutions or outcomes that could be achieved in negotiations. Describe what each could look like for this scenario.

- win/win
- compromise
- agree to disagree
- walk away

Win/win	Compromise
Agree to disagree	Walk away

Networking

Scenario

Scenario: Kendra, one of the aides, is putting up a flyer in the break room about an upcoming picnic for local nursing assistants and aides. Walking by, Doug says, “Why would anyone want to go to that?” Kendra replies, “It is sponsored by the National Network of Career Nursing Assistants and last year it was really fun. You should come.” Doug shrugs his shoulders and walks away.

Points of view to consider:

Kendra, an aide

Doug, a nursing assistant

Answer the following key questions:

1. What is networking?
2. What is the role of professional organizations?
3. How do you think Kendra felt about Doug’s comment?
4. Why should Doug attend the picnic?

Email Networking Message Graphic Organizer

[illegible]

Self-confidence

Scenario

Scenario: During his nursing assistant course, Chris is practicing how to transfer a patient using a lift. It is his first time with a real patient. Chris is very nervous since his instructor is present and he forgot to review the procedure before class. As he enters the patient's room, he is convinced he will make a mistake.

Points of view to consider:

Chris, the nursing assistant student

Instructor

Patient

Answer the following key questions:

1. What could Chris do to increase his confidence in using a lift?
2. What do you think an instructor feels watching a student with low self-confidence perform procedures?
3. How do you think a patient feels about having a caregiver with low self-confidence?

Self-Confidence

SWOT Analysis

Read through the scenario again. Acting as the student identified in the scenario, take a SWOT analysis identifying the strengths, weaknesses, opportunities, and threats as you think about this person's self-confidence.

<u>S</u>trengths to build on	<u>W</u>eaknesses to minimize
Self-confidence	
<u>O</u>pportunities to realize	<u>T</u>hreats to control

Stress Management

Scenario

Scenario: Leah, a nursing assistant, arrives to find that she is the only aide on her floor since another assistant called in sick. Although the charge nurse tries to call staff in to help, no one can come in. This means that Leah will have 20 residents to care for. There are two nurses, but they will be busy too.

Points of view to consider:

Leah, a nursing assistant

Nurses

Answer the following key questions:

1. What do you think Leah feels about the workload?
2. How should Leah manage her stress?
3. How could the nurses help her?
4. How do you manage your stress?
5. How could they plan for situations like this in the future?

Work Stressors and Responses

In the spaces provided, review each work stressor from the scenario and give an example of a positive and negative response for each. Add any additional stressors that you feel might be going on as well.

Work Stressor	Positive Response	Negative Response
The only aide on the floor		
Another nursing assistant calls in sick		
Charge nurse cannot find additional staff		
20 residents to care for alone		
Other nurses are busy too		

Teamwork

Scenario

Scenario: Bella and Angie are good friends and coworkers. They always work together. Rachel is a new aide and is working with Bella and Angie today. As the shift begins, it is obvious to Rachel that they are unwilling to help her. When Rachel complains to the charge nurse, she is told to talk to Bella and Angie first. If the problem still exists afterwards, then the charge nurse will talk with them.

Points of view to consider:

Bella and Angie, colleagues

Rachel, an aide

Charge nurse

Answer the following key questions:

1. How does lack of teamwork impact patient care?
2. Why won't Bella and Angie help Rachel?
3. Why does the charge nurse ask Rachel to talk with Bella and Angie?
4. How would you get Rachel, Bella and Angie to work as a team?

Teamwork

Characteristics of Effective Teams

Think about the characteristics that teams should have in order to be effective. In our scenario, all of the employees on the shift are a team. Here are eight characteristics of effective teams to consider. For each of the eight, identify what the team members should do to demonstrate this characteristic.

1. The team must have a clear goal.
2. The team must have competent, knowledgeable team members.
3. The team must be collaborative, with all members being honest, open, and respectful of other members.
4. The team must have a unified focus and commitment.

Teamwork

Characteristics of Effective Teams

5. The team should have a results-driven structure.
6. The team must have high expectations that are understood by everyone.
7. The team should receive support and encouragement from external sources.
8. The team must have an effective leader who works for the good of the team.

Communication

Scenario

Scenario: While Juanita is taking care of Mr. Lopez, he falls. Juanita quickly calls for help. Helen, a nurse, arrives and assesses Mr. Lopez. He says he got dizzy when he stood up. Helen says to Juanita, “Didn’t you have him sit for awhile before getting up? He has problems with his blood pressure. I told you that in the report!” Juanita realizes she did not do that and made a mistake.

Points of view to consider:

Juanita

Helen, a nurse

Mr. Lopez

Answer the following key questions:

1. Should Helen have confronted Juanita in front of Mr. Lopez? Why or why not?
2. How should Juanita respond to Helen?
3. Why should Juanita report her mistake?
4. Why would Juanita not tell Helen the truth?

Communication

Nonverbal Communication Activity

The scenario primarily focused on the impact of personality on communication in the workplace. Consider how you can use nonverbal communication with coworkers to convey how you are feeling. What messages could you be sending with your body language?

Write a brief statement of how each of the following could be used in this scenario to communicate with the coworker, including a supervisor. (Example: Clenched fists may show anger or minimal eye contact may signal lack of confidence)

Eye contact:

Facial expression:

Posture:

Handshake:

Personal space:

Vocal tone:

Motivation

Scenario

Scenario: Cara is a new aide on the floor. While observing the other aides, she notices that they take shortcuts with their cares. The aides went through the same program as Cara, yet they do not complete cares the way they are instructed. Concerned, Cara notifies the supervisor, Brad.

Points of view to consider:

Cara, the new aide

Brad, the supervisor

Other aides

Answer the following key questions:

1. Why do some people take shortcuts even though they are aware of proper procedures?
2. What do you think Brad should say to Cara?
3. What do you think Brad should say to the other aides?
4. What motivates people to follow policies and procedures?

Motivation

Growth Mindset Goal

A Growth Mindset Goal is a way to use motivation during the goal-setting process. The 5 criteria for setting a Growth Mindset Goal are:

1. It is stated in a positive way. (I will learn to... I will be able to...)
2. It is challenging but achievable.
3. It includes growth in a capacity or skill.
4. It reflects things we value.
5. It recognizes potential barriers that need to be overcome.

Using the information from the scenario, set a Growth Mindset Goal as if you were the employee in the scenario.



Work Ethic

Scenario

Scenario: Elijah is assigned to take care of Ms. Rockwell. She is considered to be a demanding patient by the staff. Elijah tries to get Carmen to take her, but Carmen says, “No way! She is your problem today.” Elijah replies, “If you take her today, I will cover your Friday shift.” Carmen laughs and walks away.

Points of view to consider:

Elijah

Carmen

Answer the following key questions:

1. What is a work ethic?
2. In your opinion, do Elijah and Carmen have a good work ethic?
3. If you were Carmen, how would you have replied to Elijah’s request?

Work Ethic

What is Most Important?

Below is a list of characteristics that reflect a good, strong work ethic. Add more if desired. Determine which attributes on the list best describe Elijah and Carmen from the “Work Ethic” scenario. Circle those for Elijah and put a star in front of the ones for Carmen.

positive attitude

adaptable/flexible

lifelong learner

optimistic

cooperative

emotionally mature

hardworking

dependable

honest

self-confident

loyal

productive

trustworthy

efficient

responsible

self-motivated

enthusiastic

respectful

team player

punctual

good listener

Are there any characteristics that they both have? If so, which ones?

As the Nursing Supervisor, you are putting together a job description for a CNA position. Think about the characteristics above and fill in the blanks below.

Wanted: Certified Nursing Assistant

Candidates must be _____, _____ and

_____. If you possess these characteristics and have a CNA Certification, apply now!

Which three do you think are the most important to possess in this position? Why?

Flexibility

Scenario

Scenario: The nursing supervisor calls Allie right before leaving for a date, asking her to come into work to cover someone who went home. The supervisor says, “I really shouldn’t say this, but Luke’s mother had an accident and he had to leave. I would really appreciate your help.” Allie agrees to cover for Luke.

Points of view to consider:

Allie

Nursing supervisor

Answer the following key questions:

1. Do you think Allie was more flexible because she knew why she was being asked to cover a shift?
2. Why did the supervisor say she shouldn’t tell Allie about Luke?
3. Why are some people more flexible than others?

Flexibility

Demonstrating Adaptability

Being flexible and rolling with the punches is a staple of any career, but it's especially important for nursing assistants. A great nursing assistant is flexible with regards to working hours and responsibilities. Healthcare workers are often required to work long periods of overtime, late or overnight shifts, and weekends. Know that it comes with the territory.

Describe a situation in which you would need to show flexibility or adaptability in this occupation (not involving a shift change).

1. What is the scenario or situation?

2. How should you react to this situation?

3. What is your plan of action for handling this scenario or situation?

Interpersonal Skills

Scenario

Scenario: When Harper comes in for her shift, she finds out that she is floating to a different floor. She has never been on this floor before and does not know the routine. Although she has over three years of experience, Harper feels nervous asking the staff questions about the floor.

Points of view to consider:

Harper

Staff on the floor

Answer the following key questions:

1. Why is Harper nervous about asking the staff questions?
2. How can Harper collaborate with staff members she does not know?
3. How can the staff assist Harper in getting to know the routine?

Interpersonal Skills

Your Top Ten

This list includes many common interpersonal skills considered important by employers. As a new CNA, circle the top ten interpersonal skills that you believe will make you most successful.

Active listening	Encouraging	Patience
Asking questions	Flexibility	Persuasion
Caring	Helping	Positive attitude
Collaboration	Humor	Problem-solving
Communication	Instructing	Respect
Conflict resolution	Leadership	Responsibility
Conforming	Mediating	Sensitivity
Creative thinking	Mentoring	Sympathy
Diplomacy	Motivation	Teamwork
Diversity	Negotiation	Tolerance
Empathy	Networking	

Now that you have your “Top 10,” rank them in order of most important to least important.

- | | |
|----|-----|
| 1. | 6. |
| 2. | 7. |
| 3. | 8. |
| 4. | 9. |
| 5. | 10. |

Why I chose #1:

Time Management

Scenario

Scenario: Natalie and Greg have been coworkers for a few years. Between the two of them, they usually have 20 patients to get ready for breakfast. They work very well together and help each other if needed. They always make a plan prior to the shift. The nurses love working with them since they are responsible, independent and timely.

Points of view to consider:

Natalie and Greg

Nurses

Answer the following key questions:

1. What skills do Natalie and Greg have that lead to good time management?
2. What are the benefits of good time management?
3. Do you feel you are good at managing time? Why or why not?
4. Can someone learn to manage time? Why or why not?

Barriers and Solutions

Distractions can be detrimental to productivity and one of the worst barriers to good time management. In this activity, you are a new nursing assistant. Identify your most common daily distractions and list them on the left, then come up with solutions to solve the distractions in the right-hand column.

Daily Distractions	Solutions

Interviewing

Scenario

Scenario: Peggy is interviewing for a nursing assistant position. In order to pay her bills, she desperately needs a job and applied for as many as she could. During the interview, the Human Resources manager asks, “Why do you want to work at this facility?” Peggy is wondering how she should answer the question.

Points of view to consider:

Peggy

Human Resources manager

Answer the following key questions:

1. How can you prepare yourself for an interview?
2. How should Peggy answer the question?
3. What would the manager think if Peggy said she only wants the job to pay her bills?

Interviewing

Thank You Letter Template

You've just completed the interview for the full-time nursing assistant position referenced in the scenario. Now, use this template to write a thank you letter.

Heading (about you)

Name
Street Address
City, State ZIP
Phone Number
Email Address

Skip 1 line

Date

Skip 2 lines

Name of the Interviewer

Interviewer's Job Title
Department the Interviewer Works Within (if applicable)
Name of the Company/Organization
Street Address
City, State ZIP

Skip 2 lines

Salutation

(Dear... - use the person's formal title and a colon at the end)

Skip 1 line

Body Paragraphs

Thank the interviewer for the opportunity, including the name of the specific position for which you interviewed. Summarize your qualifications and why you feel you are the best candidate for the position. Include any additional information that may have been requested during the interview. In the last paragraph, thank the interviewer again and mention that you look forward to speaking with them again about the job. Include a specific time frame in which you will follow-up about the position. The body paragraphs should not exceed 3 paragraphs.

Skip 1 line

Sincerely,

Skip 3 lines

Your Typed Name (Handwritten Signature Above)



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