

Home Health Aide Training

Worksheets for Section 1

Module 2. Respecting Differences

Module 3. Communication Skills

Module 4. Managing Stress

Module 5. The Exploring Options Approach to Solving Problems

Module 2. Respecting Differences

Worksheet 1. People Bingo: Sample Card

I have cared for a sick family member	I ride a bike	I sing	I enjoy swimming	I walk to work
I have 2 children	I have a cat	I take the bus to work	I speak another language	I have a dog
I have grandkids	I have worked in health care	FREE	I like to dance	I love vegetables
I hate vegetables	I hate sports	I love movies	I drive a car	I love basketball
I have a library card	I have teenage children	I have a baby less than a year old	I play a musical instrument	I love football

Module 2. Respecting Differences

Worksheet 2. Tell Your Story

Describe

What is your culture?

What beliefs and traditions affected you most as you grew up?

How does your culture affect the way you live your life now?

Differences

How is your culture different from other cultures that you come in contact with?

How do you think these differences might affect your work?

Strengths

In what ways has your culture made you a better person?

How can these strengths help you do your job better?

Module 3. Communication Skills

Worksheet 2. Communication Skills Practice

Page 1 of 2

Instructions: Imagine that your client has just said each statement to you. Decide how you would paraphrase the statement. Write your paraphrase on the lines below the statement. Then decide on an open-ended question that would help you understand better what the client means. Write your question below the paraphrase.

1. "I'm not hungry. I just want to sleep! Why do you keep bugging me?"

Paraphrase: _____

Open-ended question: _____

2. "I don't want your kind here! I keep telling them not to send you people!"

Paraphrase: _____

Open-ended question: _____

3. "The last person who took care of me didn't like me. She kept poking and hitting me, and sometimes she swore at me!"

Paraphrase: _____

Open-ended question: _____

Module 3. Communication Skills

Worksheet 2. Communication Skills Practice

4. “My daughter just left. She is so mean. She only visits to ask for money.”

Paraphrase: _____

Open-ended question: _____

5. “You're always late! I'm going to ask for another worker who can be on time.”

Paraphrase: _____

Open-ended question: _____

6. “Ouch—you're too rough with me! I've never had so many bruises.”

Paraphrase: _____

Open-ended question: _____

Module 3. Communication Skills

Worksheet 3. Trigger Points—When Emotions Get in the Way of Listening...

What behaviors, people, or situations trigger your emotions?

- ___ 1. When I hear the same complaint over and over again...
 - ___ 2. When someone refuses to take responsibility for a problem...
 - ___ 3. When I feel personally blamed or attacked...
 - ___ 4. When I'm expected to do two different things at the same time...
 - ___ 5. When I'm blamed for something that isn't my fault...
 - ___ 6. When I'm tired, stressed, or just in a bad mood...
 - ___ 7. Others: _____
- _____
- _____

What is your usual pull-back strategy? Identify at least one method you use *in the moment* and one you use to help you *prepare for stressful situations*.

In the moment: _____

When preparing for stressful situations: _____

Module 4. Managing Stress

Worksheet 1: Personal Worksheet for Managing Stress

I feel good about...

My own signs of stress are...

One thing I can do to manage my stress in the next week is...

Module 5. The Exploring Options Approach to Solving Problems

Worksheet 1. Exploring Options Worksheet

Page 1 of 2

Working with your group, discuss the situation you were assigned in section 4 of the Learner's Book. Follow this worksheet to use the "exploring options" approach.

Circle the case your group discussed.

Situation A Situation B Situation C

1. What is the problem? (Remember, there may be more than one.)

2. Key Issues:

Decide which of these issues is important in your group's case.

Place a check mark by each issue.

- Client care
- Client rights
- Client safety
- Cultural respect
- Keeping germs from spreading
- Role of the HHA
- HHA safety
- Agency rules

Module 5. The Exploring Options Approach to Solving Problems

Worksheet 1. Exploring Options Worksheet

Page 2 of 2

3. Options:

List the key issues you checked off. Write down at least one way (option) to deal with each issue.

Key Issue: _____

Option: _____

Key Issue: _____

Option: _____

Key Issue: _____

Option: _____

Key Issue: _____

Option: _____

4. Discuss, for each option, what might happen—both good and bad.

5. “Plan A”: which option (or combination of options) do you suggest to address this situation?