



Communication Activity

Time: 50 minutes

Group Size: 3

Materials Needed: Computer/projector

INSTRUCTIONS:

Display a list of communication skills appropriate for your curriculum on the screen so students may reference it during the activity. A skill that can be introduced here is the “tell back” or “ask-tell-ask” skill.

You may alter this activity as needed, depending on your classroom setup. For more information about how you can set up your classroom, refer to the Module 1 Client Communication Activity Instructor’s Guide.

1. Load the Dentistry Scenarios PowerPoint, and project it for the class to view.
2. Select a patient to be the topic of the first discussion. Students playing the role of the client can ad-lib any history or additional physical examination information as needed.
3. Student A will start as the veterinary expert. Student B will be the client. Student C will be the observer.
4. The students will hold a conversation focusing on the communication skills appropriate for your curriculum. Student A should have a conversation with Student B about dental care for this patient.
5. After a short time, stop the conversations to enter the feedback phase of the activity. The observer in each group will provide feedback to the students on their communication skills.
6. After time for feedback, switch to a new patient image. The students should then rotate roles, and initiate a second conversation.
7. After a short time, stop the conversations and begin feedback. The observer in each group will provide feedback to the students on their communication skills.
8. Switch to a new patient image and rotate once again, as time permits.
9. Facilitate a discussion to debrief (10 minutes)
 - a. What communication skills worked well during your conversation?
 - b. What communication skills did you find difficult to use?
 - c. What concerns did you elicit from your clients?
 - d. What recommendations did you make? How likely do you think your client is to adhere to your recommendations?