

**WORKSHEET # 1: Mental Health and Community Concepts
Communication Exercises**

In each of the following client situations select the nurse's best response. Then give one rationale to support why you selected that response.

1. Client (in a loud voice, pacing) "If you don't call my doctor and get me released right now I am calling my lawyer and I'll sue you all!"

- A. "That behavior won't get you anywhere. You need to calm down right now or you will end up in seclusion."
- B. "I'll call your doctor right now and see if he will release you."
- C. "I can see that you are very upset. Tell me what you are upset about."

Rationale:

2. Client (in a soft voice, looking down at her hands) "I don't want you to waste your time with me. I'm sure you have more important things to do. I don't have very much to say."

- A. "Oh, I think you are very interesting and have a lot of good things to say."
- B. "You sound a little sad today. I would like to sit here with you for a few minutes even if you don't feel like talking."
- C. "Don't be so hard on yourself. You have such a supportive family and so many friends."

Rationale:

3. Client: "I don't know what we are going to do about my daughter. She is only 15 but she wants to hang around 19 and 20 year old boys and I'm sure she is involved with drugs."

- A. "It sounds like you are pretty worried about her. How has this been affecting you and your husband?"
- B. "I know just how you feel. My daughter went through a rough spell when she was a teenager too."
- C. "Have you tried telling her how you feel about this?"

Rationale:

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