

# Skills for Life

The national strategy for improving adult literacy and numeracy skills

Materials for  
Embedded Learning

Effective  
communication  
for international  
nurses

modules 5–6

- learner materials in colour and black-and-white
- teacher notes
- referencing to Adult Core Curricula
- integrated assignments
- audio CD
- CD-ROM with Word and PDF files, and interactive practice materials



The Department for Education and Skills wishes to make it clear that the Department and its agents accept no responsibility for the actual content of any materials suggested as information sources in this document, whether these are in the form of printed publications or on a website.

In these materials, products, icons, logos, software and websites are used for contextual and practical reasons. Their use should not be interpreted as an endorsement of particular companies or their products.

The websites referred to in these materials existed at the time of going to print. Users should check all website references carefully to see if they have changed and substitute other references where appropriate.

### ***Additional note***

Nursing and medical procedures, including use of drugs, are used in these materials for purely illustrative purposes. They should not be assumed to represent current best practice. Users should always check the latest prescribing information and the most recent codes of conduct, safety regulations and procedures that apply in their place of work. The authors and the publishers do not accept responsibility or legal liability for any errors in the text or for the misuse or misapplication of material in this work.

Further copies of this document can be obtained from:

DfES publications

**Telephone** 0845 60 222 60

**Fax** 0845 60 333 60

**E-mail** [dfes@prolog.uk.com](mailto:dfes@prolog.uk.com)

Please quote reference: embedded/NU/3–6

© Crown copyright 2005

ISBN 1-84478-469-X

Produced by the Department for Education and Skills

Extracts from this document may be reproduced for non-commercial or training purposes on the condition that the source is acknowledged.

[www.dfes.gov.uk/readwriteplus/embeddedlearning](http://www.dfes.gov.uk/readwriteplus/embeddedlearning)

## **Acknowledgements**

We are grateful to the following for permission to reproduce copyright material:

- © **BananaStock / Alamy** for photograph on page 6:14
  - © **Blend Images / Alamy** for photograph second from right on page 5:29
  - © **David Levenson / Alamy** for photograph on page 5:28 (right)
  - © **Crispin Hughes / Photofusion** for photograph (left) on page 5:28 and for photograph (right) on page 5:29
  - © **Dumas/Mediscan** for photograph on page 5:3
  - © **Guy Bell / Photofusion** for photograph (middle) on page 5:28
  - © **image100 / Alamy** for photograph on page 6:18
  - © **ImageState Royalty Free / Alamy** for photograph on page 6:24
  - © **John Foxx / Alamy** for photograph on page 5:6
  - © **Julia Martin / Photofusion** for photograph on page 5:25
  - © **JupiterMedia / Alamy** for photograph on page 5:29 second from left, and for photograph top right on page 6:1
  - © **Photofusion Picture Library / Alamy** for photograph second from left and middle on cover, and left on page 5:29, and for photographs on left and in middle of page 6:1, on page 6:3 and on page 6:26
  - © **Photo Network / Alamy** for photograph at bottom of page 6:15
  - © **Sam Tanner / Photofusion** for photograph on page 5:27
  - Wellcome Photo Library** for photograph top on page 6:15 and on page 6:25
  - [www.johnbirdsall.co.uk](http://www.johnbirdsall.co.uk) for photographs on left, right and second from right on cover, and on pages 5:1, 5:5, 5:9 left, 5:14, 5:16, 5:17, 5:19, and 5:20; and on pages 6:1 at bottom of page, 6:5, 6:7, 6:17, and 6:30
- Library photographs are posed by models.

# Contents

An introduction covering these materials can be found in the Nursing Modules 3–4 file.

<i>Glossary</i>	1
<b><i>Module 5 Communicating at work</i></b>	11
Skills checklist	12
Dealing with conflict situations	13
Dealing with phone calls	36
Attending ward meetings	57
Check it	78
Audio	80
Answers	89
<b><i>Module 6 Making the most of your placement</i></b>	97
Skills checklist	98
Working with your mentor	99
Giving a presentation	119
Writing reflectively	137
Check it	158
Audio	161
Answers	166
<b><i>Monochrome masters</i></b>	
Module 5	173
Module 6	208

