### Unit 1
Leadership and Mentoring Skills

#### A. Principles of adult learning (1 hour)

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</table>
| Upon completion of this unit, the student will be able to identify and discuss principles of adult learning with 80% accuracy. | A. Self motivation  
B. Demonstration of relevancy to current occupation  
C. Promotion of self esteem  
D. Establishment of goals and expectations  
E. Utilization of life experiences | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Resources | A. Quizzes  
B. Written exam |

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#### B. Learning styles (1 hour)

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| Upon completion of this unit, the student will be able to identify and demonstrate three types of learning styles with 80% accuracy. | A. Verbal learning methods and techniques  
B. Written learning methods and techniques  
C. Visual learning methods and techniques | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Role playing  
F. Resources | A. Quizzes  
B. Written exam  
C. Demonstration |
### C. Evaluation methods to assess learner knowledge (1 hour)

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| Upon completion of this unit, the student will be able to utilize evaluation methods to assess learner knowledge and competency with 80% accuracy. | A. Development and use of checklists  
B. Development of role playing scenarios and return demonstrations | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Resources | A. Quizzes  
B. Written exam |

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### D. Communication techniques and barriers with emphasis on cultural diversity of co-workers and clients (2 hours)

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| Upon completion of this unit, the student will be able to demonstrate techniques to overcome communication barriers with 80% accuracy. | A. Verbal and written communication  
B. Non-verbal communication  
C. Determination of educational background  
D. Effect of beliefs and language barriers on communication  
E. Incorporation of cultural diversity into the learning process  
F. Identification of informal leaders | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Role playing  
F. Resources | A. Quizzes  
B. Written exam  
C. Demonstration |

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### E. Conflict management (2 hours)

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| Upon completion of this unit, the student will be able to identify and discuss the role of the Advanced Nurse Aide in conflict management with 80% accuracy. | A. Definition of conflict management  
B. Identification of methods for dealing with staff conflict  
C. Intervention techniques  
D. Conflict resolution | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Role playing  
F. Resources | A. Quizzes  
B. Written exam  
C. Demonstration |

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F. Precepting and mentoring new CNAs (2 hours)

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| Upon completion of this unit, the student will be able to define and demonstrate techniques of precepting and mentoring with 80% accuracy. | A. Definitions of preceptor and mentor  
B. Definition of role model  
C. Orientation of new employees  
D. Setting expectations and evaluation of progress | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Role playing  
F. Resources | A. Quizzes  
B. Written exam  
C. Demonstration |

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## G. Teamwork (1 hour)

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<td>Upon completion of this unit, the student will be able to define and</td>
<td>A. Definition of teamwork</td>
<td>A. Lecture</td>
<td>A. Quizzes</td>
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<td>discuss the concept of teamwork with 80% accuracy.</td>
<td>B. Responsibilities of team members</td>
<td>B. Discussion</td>
<td>B. Written exam</td>
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<td>C. Stages of team development</td>
<td>C. Questions and answers</td>
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<td>D. Identification of a dysfunctional team</td>
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H. Contributing to care plan development and implementation (1 hour)

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| Upon completion of this unit, the student will be able to discuss the role of the Advanced Nurse Aide in the care planning process with 80% accuracy. | A. Definition of the interdisciplinary care planning process  
B. Observation of the client and communication of changes and concerns to the care plan team  
C. Communication of family concerns to the care plan team  
D. Utilization of shift reports and 1:1 interaction with caregivers to ensure and monitor implementation of the care plan  
E. Participation in care plan meetings | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Resources | A. Quizzes  
B. Written exam |

I. Organizational responsibilities (1 hour)

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| Upon completion of this unit, the student will be able to identify and discuss the enhanced responsibility of the Advanced Nurse Aide in the organization with 80% | A. Identification of the qualities of a leader  
B. Identification of leadership styles  
C. Effects of organizational culture | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts | A. Quizzes  
B. Written exam |
### Principles of documentation (1 hour)

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| Upon completion of this unit, the student will be able to define and demonstrate principles of documentation with 80% accuracy. | A. Purpose of documentation  
B. Reimbursement issues  
C. Legal aspects of documentation  
D. Privacy issues  
E. Correct techniques for documentation  
F. Correct techniques for correction of information | A. Lecture  
B. Discussion  
C. Questions and answers  
D. Handouts  
E. Resources | A. Quizzes  
B. Written exam |

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