

LEADERSHIP AND MENTORING SKILLS DEMONSTRATION

Communication Scenarios

1. Janet, a new CNA whom you are mentoring, speaks to an upset family member in an unpleasant, curt manner. She has been speaking to co-workers and clients in the same way. Though she is doing her job duties and responsibilities timely, her attitude has been a definite problem. What kind of feedback would you give to this new CNA?

2. You have been selected to mentor Lisa, a new CNA on your unit. She seems to be a hard worker, but you notice that she is very negative and pessimistic interacting with co-workers. One day you need to give her some feedback on an incorrect lifting technique with a client. Lisa is so busy trying to deny that she lifted the client incorrectly she will not listen to you describe and try to demonstrate the correct way to do it. How would you get Lisa to stop and listen?

Leadership Scenarios

1. Kate is a new CNA. She is doing a satisfactory job and trying very hard. She is dependable and seems eager to succeed in her new position. As you walk down the hall of the unit one day, you notice Kate yelling at a client with Dementia, who does not want to take a bath. You also remember that over the past few days, you have seen her raise her voice at other clients and get easily frustrated at least two different times. As Kate's mentor, which leadership styles would be most effective for addressing this situation, and why?

2. Sally, a new CNA, is well liked by her co-workers and clients. She is cheerful, energetic, and a good communicator, but has a serious problem with her organizational skills. You notice that she is sometimes forgetful about filling out necessary paperwork. Although she was counseled about her poorly managed time and lateness a week ago, no improvement can be seen. The holidays are coming up and you are worried about whether or not she can be depended upon to show up for her shift. As Sally's mentor, which leadership styles would be most helpful and effective for addressing this situation, and why?

3. Ana, a new caregiver who has been at your facility for about three months, proves to be a good learner and conscientious caregiver. She just received a good evaluation, but her co-workers do not like her. They have started to gossip about her and make fun of her superior attitude, because she often makes suggestions and does her work extremely well. Yesterday, you observed her telling Martha, an older CNA who has been working in the facility for 10 years, how to transfer a client. As Ana's mentor, which leadership skills would be most effective for addressing this situation, and why?