1. Types of Communication
    a. Effective written communication via e-mail
        i. This is important, because depending on the way someone words things in an email, everyone reading the email can interpret it differently. It is important that everyone stays on the same page.
    b. Techniques for documentation using effective written communication
        i. This is important, because with different people you are communicating with, there are different ways to communicate. You wouldn’t communicate the same way to an adult from a 5-year-old kid.
2. Therapeutic communication
    a. Actions to maintain professional boundaries
        i. This is important, because it promotes trust and respect. Not just between co-workers, but even between the patients and nurses.
3. Factors that affect communication with individuals and groups
    a. Conflict resolution strategies
        i. This is important, because it ensures that all the patients get the best care from the health care team.
    b. Demonstrating cultural awareness
        i. This is important, because it gives the best patient care and the best health outcome. It gives the patient trust because it is what they believe in.
    c. Strategies that affect communication

        i. This is important, because it can make the care plan have miscommunication. It can also provide the best patient safety if the communication is good.

    d. Types of conflict when communicating among staff nurses

        i. This is important, because if the nurses communicate it can give the patients satisfaction and the best care they can receive in order to get better.

    e. Using collaboration to resolve conflict

        i. This is important, because this prevents arising conflicts not just the patient and nurse, even nurse to nurse.

4. Organizational communication

    a. Organizational structure and discussing progression of orienting nurse

        i. It is important for the nurses to know what their tasks are during the shift. So organizing the tasks and discussing with the nurses is important, so that if there is a mistake, it can be fixed.

    b. Preparing for telephone report to provider

        i. This is important, because we may mishear things through the phone. So it is always important to repeat what the provider has told you.

5. Client education

    a. Evaluating factors affecting client learning

        i. Everyone learns differently, so it is important that the patients know what they are getting, like their treatments, medications, or instructions for procedure, etc.

b. Identifying factors that interfere with client learning

    i. This is important, because it can reduce risk of complications with the client's learning.

c. Indicators of client understanding of teaching using domains of learning

    i. This is important, because it helps the care team know that the patients are fully understanding the education.