

You are the clinical preceptor for a nurse resident who needs to debrief about how he communicated with the case manager about a patient's discharge plans. How do you handle the situation? Provide constructive feedback during the practice. Encourage the nurse resident to practice assertive communication, especially when discussing patient needs, preferences, and potential challenges. Reassure them that it's normal to encounter challenges during communication and that everyone has room for improvement.

4. Identify Strengths and Areas for Improvement: Acknowledge the nurse resident's strengths.
2. Active Listening: Listen attentively as the nurse resident shares their experience.
3. Reflect on the Communication Interaction: Ask the nurse resident to describe the communication with the case manager. Highlight any positive aspects of their communication.