

Log 6

1. Communication - an ongoing irreversible process of sending and receiving messages.
2. Interpersonal Communication - Communication that takes place between 2 people.
3. Dyads - Groups of 2 people.
4. Channel- A medium through which we send messages.
5. Noise - Physical or psychological barriers to communication.
6. Encoding - The intellectual activity occurring when one tries to put thoughts, feelings and emotions into words.
7. Decoding - The intellectual activity involved in trying to understand a message.
8. Perception - The process by which we gather info from the world around us and give meaning to it.
9. Stereotyping - Classifying people based on perceptual attributes and placing them into categories we have already established.
10. Empathy - The ability to experience the feelings of another person.
11. Denotative Meaning - Dictionary definition.
12. Connotative Meaning - Meaning based on our experiences and our interpretations of these experiences ... subjective.

Log 7 non-verbal communication

1. Non-verbal communication: communication without the use of words.
2. Types of nonverbal communication: Body Language, Eye Contact, Facial Expressions, Gestures, Voice, Touch, Appearance, Office Space, Personal Space.
3. 4 zones of personal space: intimate, personal, social, public.
4. We use non-verbal communication to: Reinforce verbal language, contradict words, compliment words, emphasize words, regulate the flow of words, substitute words.
5. Interpreting nonverbal communication: Check the context, perceptions and observe behaviors.

Log 8 conflict

1. Conflict: when 2 or more parties perceive that their goals or interests are incompatible. Also, a process in which an effort is purposefully made by "A" to offset the efforts of "B" by some form of blocking that will result in frustrating "B" in attaining his/her goals of furthering his/her interests.
2. Traditional view of conflict: it is to be avoided, it indicates a malfunctioning within the group.
3. Human Relations view of conflict: conflict is a natural occurrence that should be accepted and used to benefit a groups performance.
4. Interactionist view of conflict: conflict keeps a group self-critical, viable, creative and dynamic.
5. Functional Conflict: supports the goals of a group.
6. Dysfunctional conflict: hinders group performance.
7. 4 stages of the conflict process: potential opposition, cognition and personalization, behavior, and outcomes.
8. Sources of conflict: communication, structure, personal variables.
9. Competition: when one person seeks to achieve his/her goals regardless of the impact on others.
10. Collaboration: looking for a mutually beneficial outcome.
11. Avoidance: withdrawing from or suppressing a conflict.
12. Accommodation: placing the opponents interests above your own.
13. Compromise: both parties agree to give up a goal or interest to resolve the conflict.
14. Win-win model: Identify problem and unmet needs, make an appointment to discuss the conflict, Meet and describe your problems and needs, listen and consider the other persons point of view, negotiate a solution, follow up the solution.

Log 9:

1. Critical thinking: disciplined, rational, self directed thinking that skillfully pursues the purpose for thinking within some domain of knowledge or human concern.
2. Characteristics of Critical Thinking: It is systematic and habitual; It has specific criteria and standards; it delineates the thinking process; it causes evaluation.
3. 3 parts of critical thinking ability: a process, an object, and a standard.
4. Employment skills: communicate, think, learn.

Log 10:

1. Standard of Care: Average, reasonable and prudent care.
2. Negligence: Failing to do something which a reasonable person would have done, or doing something which a reasonable person would not have done.
3. Tort: any wrongful act committed by a private party against another private party that results in injury or damage.
4. Vicarious Liability: The employer is liable for the negligent behavior of it's employees while they are working in their capacity of employees.
5. Abuse: intentionally causing harm.
6. Harassment: any behavior that in intent and/or in effect disparages, humiliates or harms anyone on the grounds of age, gender, national or ethnic origin, sexual preferences, disability or race.
7. Consent for Treatment: permission must be given by a patient to have any procedure performed on him/her, included even simply being touched. It can be written, expressed or implied
8. Health Record: Every piece of information about the patient collected by the person or institution caring for him/her. It is owned by the collector, NOT the patient.
9. Ethics: a branch of philosophy that deals with the fundamental values in life.
10. Bioethics: a subset of general ethics dealing with emotional issues.