## **MODULE 1**

## **GLOSSARYOF TERMS**

**Abuse:** To treat someone with cruelty or violence, especially regularly or repeatedly.

**Aggressive communication:** Is the method of expressing needs and desires that does not take into account the welfare of others.

**Assertive communication:** Being able to stand up for your own or other people’s rights in a calm and positive way without being either aggressive or passively accepting what you don’t agree with.

**Burden of care:** is a concept that describes the physical, emotional, social, and financial problems that can be experienced by family caregivers.

**Carer:** A person that is in charge of someone’s physical health and mental state. This person is usually responsible for a person’s everyday needs like nutrition, showering, medical care etc.

**Family carer**: is a member of the family that takes after and supports another family member

**Formal carer** or **Professional carer:** is a term that refers to people that typically are paid to provide care.

**Health literacy:** Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.

**HLS-EU:** The HLS-EU project is the first study to provide population data on health literacy at the EU level and to enable a comparison of health literacy levels between selected member states

**Informal carers:** are the people who give care to family or friends usually without payment. A family carer is an informal carer.

**Intimidating:** Frighten or threaten someone in order to make them do what one wants them to do.

**Low frustration tolerance:** Is a concept utilized to describe the inability to tolerate unpleasant feelings or stressful situations. It stems from the feeling that reality should be as wished and that any frustration should be resolved quickly and easily.

**Mutter:** To utter words indistinctly or in a low tone, often as if talking to oneself.

**Non- verbal communication:** Is the nonlinguistic transmission of information through visual, auditory, tactile and kinesthetic channels.

**Patronizing:** To treat someone in a way that shows prejudice with regards to the person’s behavior, emotions or ethnical background.

**Posture:** 1. the position in which someone holds their body when standing or sitting / 2. a particular approach or attitude.

**Proximity:** Refers to closeness, physical and metaphorical.

**Role-play:** A learning activity where two individuals pretend they are someone else for the sake of applying something new they have learned. It is considered an important practicing tool.

**Sarcasm:** The use of irony to mock or convey contempt.

**Passive-aggressive communication:** Is the concept of non direct expression of anger through behaviors like procrastination, expression of sullenness or withdrawal.