

外国人介護人材の「コミュニケーション力」再考
—就労現場における共有知識・情報・期待を前提に—

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近年外国人材の介護現場への参入が著しく進む中、言語学的な分析や教育実践、それらの成果から開発された教材は充実してきたが、彼らのコミュニケーション力については就労現場の文脈を切り取らない議論の成果が待たれる。それゆえ筆者は、介護現場におけるフィールドワークを通して外国人介護人材が専門職として、第二言語である日本語を使用しながら求められる「コミュニケーション力」について介護現場を担う人々の視点から探ろうと試みた。

本稿では研究の結果明らかになった、「現場の多様性を共有する力」、「チームの一員として目的意識を持つ力」、「ホスピタリティ等の精神力と非言語コミュニケーション力」に関してデータに基づいて具体的に述べる。その上で介護の専門性と第二言語コミュニケーションの視点から考察を加え、介護福祉士の先にあるキャリアをも見据えた日本語教育の役割について論じた。

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**Reconsidering Communication Ability of Foreign Care Workers:
Assuming Shared Knowledge, Information, and Expectations in the Workplace**

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In recent years, as foreign care workers have increased significantly in Japan, linguistic analysis, educational practice, and teaching materials have been developed, but communication ability has not been sufficiently discussed. This study presents part of the knowledge acquired through fieldwork at a nursing care facility in Japan. The purpose of this research is to explore the communication ability required for foreign care workers using Japanese as a second language in their profession, based on the views of actual staff members who share the workplace with them.

This paper focuses on the results of analysis that may be grouped into three categories based on the data: the ability to share the diversity of the workplace, the ability to have a sense of purpose as a member of the team, and mental ability such as hospitality combined with nonverbal communication ability. The paper goes on to consider these results from the viewpoint of nursing care professionalism and second language communication, and discusses the role of Japanese language education for careers beyond that of care worker.

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