

Communication

By completing this course, you will be able to:

- Describe the different ways that people communicate.
- Describe how communication affects relationships at work.
- Describe why it is important to observe and be receptive to an individual's reaction when communicating with them.
- Describe how to establish an individual's communication and language needs, wishes and preferences.
- List a range of communication methods and styles that could help meet an individual's communication needs, wishes and preferences.
- List barriers of effective communication.
- Describe ways to reduce barriers of effective communication.
- Describe how to check whether they (the HCSW/ASCW) have been understood.
- Describe where to find information and support or services, to help them communicate more effectively.
- Describe what confidentiality means in relation to their role.
- List any legislation and agreed ways of working to maintain confidentiality in day-to-day communication.
- Describe situations where information, normally considered to be confidential, might need to be passed on.
- Describe who they should ask for advice and support about confidentiality.
- Demonstrate the use appropriate verbal and non-verbal communication.
- Report any concerns about the communication aid/technology to the appropriate person.

(We are working in partnership with the Grimsby Institute to support existing staff with development; they offer a wide range of short courses along with Diplomas in Health & Social care.)

Certificate awarded upon completion of induction. T&C's Apply.