

P2

Explain factors that can influence the building of positive relationships in health, social care or child care environments

To complete on a computer in an written report style

1. EXPLAIN THE TWO TYPES OF COMMUNICATION:

- **Verbal:** What is verbal communication, what is the importance of verbal communication?
- **Non Verbal:** What is non-verbal communication, what is the importance of non-verbal communication?
- **How much (%) of or communication is verbal?**
- **How much (%) of or communication is non-verbal?**

2. DISCUSS THE TYPES OF COMMUNICATION:

One-to-one

Group Scenarios - linking to health and social care settings:

- Formal
- Informal
- Between Colleagues *
- Between other Services**
- Between Service Users and Practitioners

Such examples can be along the lines of:

*i.e. Clear communication is vital between colleagues as they may be taking over your shift for care of one of your patients/service users and they need to know what has/hasn't so jobs do not get done twice or to ensure that a job gets done in the first place. It is vital especially when dealing with the care of a person, such as bathing them for hygiene purposes or giving medication, particularly if they have amnesia and can not remember.

** i.e. It is important clear communication takes place between others services to ensure correct care is given. For example if a patient /service user is moved to another care unit, their details need to be passed over and communicated efficiently to ensure quality of life and care for that person. This can include such aspects as allergies, if a service user for example has a severe nut allergy, giving other service users food with nuts in can trigger a fit

3. TYPES OF INTERPERSONAL INTERACTION

- Speech
- Language
 - First Language
 - Dialect
 - Jargon
- **Non-Verbal**
 - Body language
 - Facial Expression
 - Touch
 - Silence
 - Proximity
 - Active Listening

STRETCH AND CHALLENGE – RESEARCH TASK

4. FORMS OF COMMUNICATION

Sometimes it is not possible to communicate in person, due to location or time restrictions or sensory impairments therefore other methods must be used. The following four methods are areas which I would like you to explain and give examples in a health and social situation.

- Computerised (e-mails - cannot see face)
- Written - letters, notes/post it notes
- Oral - over the phone (can hear tone of voice but not body, face-to-face, video link)
- Special Methods - Makaton, British Sign Language, Braille*, Telephone Relay service

Explain each of these and give an example in use in a health and social care setting.

** A special method example is British Sign language, this is where signs, facial expressions and gestures are used to convey meaning visually instead of orally. For example if a person needs treatment, and are mute (cannot speak), you will need to have someone available that can translate to sign language if you cannot sign. The care of the person is the most important thing and ensuring they understand what is going to happen to them and be happy with it is important, even being able to ask questions and feel reassured. Being mute should not be seen as a barrier to communication, places of care that offer a service to the public should have a person that can sign.*

5. RESEARCH ON YOUR OWN AND EXPLAIN:

THEORIES OF COMMUNICATION

SOLER - Communication Theory

Argyle - Communication Cycle