

**P2: Explain factors that can influence the building of positive relationships in health, social care or child care environments**

**(This is your summer work)**

Specification Says: Learners will need to explore and understand the different communication methods which can be used in health, social care and child care environments and when different methods might be suitable depending on the environment they are in or the person or people they are communicating with beliefs, culture or any physical or mental conditions they may have.

**Your task is to: Produce a written account towards the factors that can influence the building of positive relationships in health, social care and child care settings.**

**You need to include information on Communication factors, the power point will help you.**

**Explain what verbal and non-verbal communication is and the skills required to effectively communicate (include information on: appropriate pace, tone and pitch, body language, eye contact, avoiding slang and jargon,)**

**Explain forms of written communication when communicating between colleagues and other services (include information on: accurately recording information and non-discriminatory language)**

**Now explain some special methods and adaptations that some service users may need to use (include information on: British Sign Language, Braille and signs and symbols,**

**The second part of this task Research and outline two theories of communication and apply them to health and social care contexts (any two of the following: Argyle's stages of the communication cycle, Tuckman's stages of group interaction, SOLER)**