

Childcare diploma

[Family](#), [Children](#)



Oral interview SHC 31 2. 2 Describe the factors to consider when promoting effective communication: ? The method of communication ? Environment (it depends with whom we are having the conversation) ? Proximity, orientation and posture (distance that we allow and take in consideration the cultural differences) SHC 31 3. 1 Explain how people from different backgrounds may use and/or interpret communications method in different ways ?

Different culture? Different way of saying things ? Different body language ? Different home environment ? Different routine ? Different meanings

SHC 31 3. 2 Identify barriers to effective communication ? Information-Language difficulties of expression ? Encoding -Inappropriate method of communication ? Transfer - Lost information, post missing, e-mail not received, written messages sent through a child ? Reception - hearing difficulties, visual impairment, sign were not meant for them ? Decoding - not understanding the correct message - due to language difficulties, not enough time to understand the message, past experience influence the meaning of the message, stressed or distracted and the information is not absorbed ?

Feedback - no facial expression, incorrect interpreting of the reaction, ? Response message not been received or misunderstood, negative response due to inappropriate style of communication SHC 31 3. 5 Explain how to access extra support or services to enable individuals to communicate effectively ? To try and find different way and methods to make someone understand: translating and interpreting services ? Speech and language services (speech therapist or picture exchange, makaton – sign language) ?

Advocacy services centres where they children can be consulted about matters important to them SHC32 2. 3 Describe how own values, belief systems and experience might affect the working practice ? You own values and you belief system can affect your work place sometimes because you may use only what you think is correct for the children ? By having other experiences and listening to other people advice might give you a different idea of how to do things better to meet children's need