

Health and social level 3 - communication

[Sociology](#), [Communication](#)



Effective communication and interpersonal interaction in Health and Social care Context of communication... One to one communication — this plays a very important role in almost everyone's life. This type of communication normally occurs in face to face conversations however it can also be done via email. For example a doctor they would use one to one communication when talking to a patient, so that they are able to find out what is wrong with the patient and to help them to understand how the patient is feeling so that they will be able to help them and give them the right medication and right help that is required. Group communication - this is an open discussion between at least 3 individuals, this will also be a face to face discussion however this can also be done via online chat rooms or email. For example when people go to a rehab place for help to get over a drinking problem or a drug problem, they have to sit down in groups and express their feelings and explain the reasons for being there. Informal communication — this is the opposite of formal communication. This is usually used when in a face to face conversation with a colleague and friends. This form of communication can be used in email, texts and also in telephone conversations. All informal communication should only be between colleagues. For example when friends are talking over text, they use informal text. Whereas when they are at work they use formal communication. When using informal communication words such as slang are used, for example words like ' wanna' and ' ermm'. Communication between colleagues — this is during work hours and all communication between colleagues should be formal especially when children, parents or any other professionals are present. Communication between professionals and service users — this will be

formal communication but you may also use jargon. Service users when working with children should always be professional and use reasonable formal language however some children may not understand formal language formal language and so some informal language may come across this would also give them a better relationship with you as a worker. Forms of communication... Written is a type of non — verbal communication which can be done via a hand script or email. This is the most used form of communication when between colleagues and can be used when communicating with children and young people but it is also a great way to communicate with their parents or guardians. Signing is a non — verbal communication also which is made up of facial expressions and also hand gestures. Many children/young people or even elderly including the workers use signing. Oral is a verbal communication that is often preformed face to face and can also take place via phone calls. Oral is a largely used form of communication either between workers or workers to other professionals. Touch is a form of communicating without words. Touching another person can send out messages of care, affection, power over them. The social setting and a person's body language will usually help what their touch would mean. Music, drama, arts and crafts is a fantastic way for any person to communicate none verbally and express themselves through different means. This also enables staff to read an individual's feelings and can also help with group bondings. Types of interpersonal interactions... Speech - Language - Non-verbal - Communication, Language needs and Preferences... Many individuals preferred method of communication: BSL — British Sign Language — this is sign language used in the United Kingdom (UK). The

British Deaf Association says that the British Sign Language is the first or most preferred language of many Deaf people in the UK. The BSL is also recognised as an official British Language in 2003. The language makes use of space and involves movement of the hands, body, face and head. One worker within each setting should have (will have) at least basic BSL training.

Makaton — this is a system for developing language that uses speech, signs and symbols. People who communicate using Makaton may speak a word and perform a sign using hands and body language. There are a large range of symbols to help people with learning difficulties to help recognise an idea or to communicate with others.

Braille — this is a system of a method that is widely used by blind people to help them to read and write. It was the first digital form of writing. Each Braille character or cell is made up of 6 dot positions that are arranged in a rectangle containing 2 columns that have 3 dots each on. However Braille is used rarely but is always an option if needed.

Finger Spelling — people who use a signed language such as the BSL will also use finger spelling. Finger spelling enables signers to spell out words that do not have a general sign such as their name. It is also used for words that may be misunderstood such as places.

Signs and Symbols — this is gestures made with hands or arms, written symbols or diagrams (for example traffic signs) and this helps to communicate with people.

Also for example: Pictures and Writing Objects of preference Communication passports

Michael Argyle The communication Cycle... In 1972 a theorist named Michael Argyle created the communication cycle theory. Michael Argyle thought that interpersonal communication was a skill that could be learned and developed in the same way as learning to drive a car. For

example when driving a car how you drive the car will depend on what is happening on the road. Driving involves a constant cycle of watching what is happening and then working out how to respond, to then making a decision on how to respond and then repeating this cycle until you reach your destination. Argyle said that skilled interpersonal interaction involves a cycle in which you have to translate what others are communicating you must also adapt your own behaviour in order to communicate effectively. However verbal and non-verbal communication is not always straightforward. You have to work out what another person's behaviour really means. An idea occurs 6 stage cycle: Message understood Message coded Message sent Message decoded Message received The patient has an idea Patient thinks about what they are going to say verbally or using non verbal communication Patient speaks, writes, signs or sends message in some other way The carer receives the message either by hearing the words, reading or watching The carer decodes or interprets the patients message (this can be hard as carer may make own assumptions of body language or words used) Patients ideas will be understood by carer, this is effective communication

Tuckman's Stages of group interaction... In 1965 Bruce Tucker suggested that in order for a team to develop and grow they should go through 4 stages consisting of: Forming Storming Norming Performing

Forming: When people meet for the first time and share information The team will try to agree on rules, goals and objectives The leader is coaching at this time

Storming: The group discuss what they wish to achieve Group members create and develop personal friendships

Norming: Reaching this stage may take a while or be short depending on team dynamics and formation. Team

members will start to work fluently There is improved motivation and the team also may go on social events They start to support each other.

Performing: The team can work independently and efficiently. The task is completed without the guidance of the manager. Any disagreements are resolved within the team. Barriers to communication... Empathy — this involves a caring attitude where someone can see beyond his or her own assumptions about the world and can imagine the thoughts and feelings of someone else. An example of empathy is if a patient is not well and you will notice this by looking at their attitude. Language needs/preferences — most people have a preferred first language and this preferred language will sometimes be obvious to you. But language must also go beyond the choice of a preferred language. People use different degrees of formality and informality, depending on the context. An example of language needs/preferences is if you are working as a social worker then you will most likely need someone to translate because not everyone can speak English. Sensory impairment and disability — a sensory impairment is when someone senses do not work effectively. These can create the first kind of communication barrier. An example of sensory impairment and disability is when someone does not communicate very well and so you may have to have a specialist come in to help speak to them. Personality, Self-esteem, anxiety and depression — this is when staff can feel stress by their emotional needs of the people they work with. This can be caused by listening to others communication and hear about frightening and depressing situations. An example of personality, self-esteem, anxiety and depression is when

questions are needed to be asked or prompts are needed to help find out what may be wrong with the patients or find out important information.