Communication in the workplace

1. 1 Identify The Different Reasons People Communicate

People communicate for a whole number of reasons, they may include the sharing of important or relevant information to ensure the smooth running of the services being provided or to ensure the safety and well being of an individual or group of people. People communicate to build healthy working relationships with colleagues and service users as well as any other individuals or groups with whom they may need to communicate in order to go about their daily business and carry out their work properly. People communicate to inform and educate each other, to find out information, to help explain things to people that they may not understand initially and to express their thoughts in a verbal, articulate way.

1. 2 Explain How Communication affects Relationships In The Work Setting. Good communication is essential to build a good and effective working atmosphere in any setting. If communication between all staff members and service users is good then it will have a better impact on everyone and allow the service to be delivered clearly, things will run smoothly, efficiently and effectively because everyone will understand what is going on in other parts of the service and what is required of them at the time which they may not have been aware of without being informed using good communication in the work place.

If communication is poor in a social care environment then it will have a negative effect on the service and the service user because without good communication the delivery of the services will be sub standard and the content that is being delivered may be inappropriate or irrelevant for that

particular group or situation. Poor communication can cause misunderstandings and confusion in the work place which wouldn't be conducive to a good atmosphere in a health and care environment.

2 Be Able To Meet The Communication and Language Needs, Wishes and Preferences Of Individuals

2. 1 Describe Factors To Consider When Promoting Effective Communication There are many factors to consider when promoting effective communication such as the language and vocabulary used which the other person will best understand. The pitch and tone of voice is very important depending on the situation and circumstances and what message you intend to give to the other person or people involved. Being able to read the situation properly is just as important as communicating.

Eye contact and body language is also very important in order to communicate visually as well as verbally, it is also important to communicate and react accordingly depending on the other persons behaviour, attitude and state of mind for example if they are frustrated and need to express that then it may be more appropriate to just listen to them for a while until they have calmed down and are in a better frame of mind to take in any kind of information or suggestions. If their behaviour is aggressive or confrontational it is important to be tactful to diffuse, not fuel their anger. CU1530 Promote Communication in Health and Social Care Settings

3 Be Able to Overcome Barriers to Communication

3. 1 Explain How People From Different Backgrounds May Use and/or Interpret Communication Methods in Different Ways People from different backgrounds may interpret and use communication methods in many different ways. For example if someone is illiterate or uneducated they may feel threatened by eloquent and articulate language so it is important to speak in a simple and clear language and make eye contact so that they can understand you properly. Another example could be the nationality and culture of an individual as some cultures use very animated body language and a strong tone of voice or pitch to express themselves which may be perceived as excessive, unnecessary or intimidating by someone from a different background.

In some cases it may be good to use lots of visual aids, physical contact and/or expressive body language if the person is deaf or hard of hearing in order to communicate effectively. Things like technology may be an issue for someone from a poor or under developed culture where things like smart phones and email are not widely available or used and they need educating on these kinds of methods and given other alternatives until they have familiarised themselves.

3. 2 Identifying Barriers to Effective Communication

People from different backgrounds such as their education and upbringing, culture, nationality, social class and generation to name but a few may be at different ends of the spectrum in terms of how they communicate. This can cause difficulties in communication but there are ways to make communicating with these people easier and more effective. If you have a

good understanding of someone's background and good communication skills you may be able to adjust your style and delivery techniques in order to break down and overcome some of the barriers that may hinder communication. If this alone is not enough then there are many ways tools and services available to assist you in communicating more effectively with the service user or individual.

These may be things like a translator or interpreter for foreign languages or sign language for the deaf and hard of hearing. It may be helping someone engage in speech therapy or literacy and other courses to improve their communication skills. It may include things like trying to understand the less obvious reasons why someone may struggle to communicate effectively such as mental health issues and bad past experiences with agencies and authorities and trying to get the service user to talk through that and reassure them to alleviate some of their fears.

3. Be Able to Overcome Barriers to Communication

3. 1 Explain How to Access Services or Extra Support to Enable Individuals to Communicate Effectively There are lots of different services and extra support to help people communicate effectively. Some examples of these would be organisations such as BID or the RNIB for deaf or blind people, different organisations that provide interpreters and translators, training and support groups for people with learning difficulties and other issues which may hinder their ability to communicate. There are many other services which can be accessed through agency or self referral, searching the web online for services, signposting clients to services in the local area.

4. Be Able to Apply principles and Practices Relating to Confidentiality

4. 1 Explain the Meaning of the Term Confidentiality

Confidentiality is a derivative from the word confidence or ' in confidence' which literally means that the party disclosing information and details has complete trust and is confident that those particulars will not be discussed or disclosed to any third party without their prior knowledge permission and consent. It is effectively an agreement of secrecy. In the Health and Social Care sector it is essential to practice confidentiality as you will be told and given lots of personal, sensitive and highly confidential information.

4. 2 Describe the Potential Tension Between Maintaining an Individuals Confidentiality and Disclosing Concerns There can be a lot of issues, problems and tension that may arise when handling confidential information that gives cause for concern. Obviously if a service user or other individual discloses information to you in confidence but that information is concerning then you have a duty of care to make the relevant person or people aware and discuss what course of action, if any should be taken. This may include confronting the person or people concerned and discussing the issue with them.

The person or people involved may feel betrayed or angry and lose trust in the person in whom they confided. If that person was their support or key worker then there would be some tension and it may be extremely difficult and sometimes impossible to maintain a good relationship with that person. Hopefully they will realise that the reason the information they gave was disclosed was only for their own protection and well being and that of other

service users and the organisation itself and the relationship with the person

or people concerned can move forward in a positive direction.