

Identify different
reasons people
communicate essay



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Identify different reasons why people communicate. People communicate for 1. 1 many different reasons. We want to be able to make friends and establish relationships. We communicate to find out about the other person and get to know them. We need to be able to express our feelings and opinions. At work we need to communicate with colleagues, give and receive necessary information in order to give the appropriate care to our Service Users. Sharing knowledge will ensure that we always give the highest standard of care. | 1. 2 | explain how effective communication affects all aspects of own work.

Effective communication is absolutely necessary if we are to do our Job to the highest standards. Accurate written information in care plans should ensure that carers are aware of any concerns or changes and will minimize the chance of mistakes being made. Communication with colleagues is vital to a continuity of care. Communicating with Service users is the only way we can discover how they would like their care delivered. Finding out their needs and preferences will enable us to provide care tailored to the individual. | 1. 3 | explain why it is important to observe an individual's reactions when immunization with them.

When communicating with an individual, taking notice of their body language and facial expressions can tell us a lot about whether they are comfortable. If they are making eye contact and sitting relaxed, they are more than likely at ease with the current situation. One who is tense and avoiding making eye contact could be feeling agitated or nervous. People do not have to talk to communicate. Other signals can sometimes tell us a lot more about how a person is feeling. | [SSH 21. 3] Reduce barriers to
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communication I identify barriers to communication. Language differences are obviously a 3. Ajar barrier in communicating with someone. Sensory deprivation is another, hearing or sight. People with learning disabilities or dementia. It will probably be necessary to speak slower, clearer and with shorter sentences, maybe having to repeat things a few times. Stroke victims may find it hard to understand what you are saying, or to express themselves through words as they may have developed aphasia. Slang words shouldn't be used and those with strong accents should try to speak clearer so they are more easily understood. | 3. 4 | identify sources of information and support or services to enable more effective communication.

An interpreter would be the ideal solution for helping to communicate with someone who speaks a different language, although this would be difficult to implement. Social Services, the Police or the embassy for the appropriate country would be able to provide a list of these. An alternative would be to use signals, gestures or flash cards. 10 prove International, ten Dentists agency nave a list AT leanest available In other languages. The deaf would maybe use hearing aids and for the visually impaired, large print leaflets or information through an audio device would be helpful.

The RAIN can give advice on how to help communicate with the visually impaired. I [SSH 21. 4] Apply principles and practices relating to confidentiality at work I explain the term ' confidentiality. Confidentiality meaner not sharing 4. 1 information without the knowledge and agreement of an individual. | 4. 3 | describe situations where information normally considered to be confidential might need to be passed on. Elf abuse is suspected or alleged then we have a responsibility to pass on that <https://assignbuster.com/identify-different-reasons-people-communicate-essay/>

information. If there is a risk of danger or harm to a service user, or misconduct of a colleague while caring, we should report to a manager.

The service user should be aware of why we should pass on that information.

Len the case of an infectious disease where it could be a public health issue.

Elf the police are investigating a ' serious' crime. Elf we are made aware of an individuals' intention to cause harm either to themselves or another

person. | 4. 4 | explain how and when to seek advice about confidentiality.

Seek advice when a service user has spoken to you, for example about abuse. They have told you in confidence but we have a duty to report such allegations. It is always best to seek advice from senior care staff or management when unsure.