

Supporting
individuals through
effective
communication



**ASSIGN
BUSTER**

Confidentiality is the act and the duty to keep assurance and respect solitude of you and other people or it can be in simple terms not sharing information or stories with others and if it's a group the information should not be shared outside the group. Everyone has the moral responsibility and legal boundage in all declarations written in many countries' law books. Privacy and solitudes relates to the individual information that a person is not willing to let others have knowledge about without his own personal permission and authority. This usually applies in disciplines that clients will trust to tell their principal their personal matters which they will not wish any other person to know about or without leaking out to the public; in the ethical principle of respecting one's own autonomy, this especially applies for public health workers who have a responsibility of respecting people's privacy.

Privacy can go to an extent that one respects the other person's rights to be free from other people's attention, like when a client is from seeing the doctor because of some diagnosis they should not be looked down upon like they are any different from others or be treated in such a way that will suggest that they have some disability. The surrounding should respect everyone's privacy so that people can have confidence in that locality. It is important that what someone regards is privacy should be something personal and a personal choice that should not be charged by others; if you take an example of alcoholic or drug addictive people, some will want that to be a secret and some will boast about that.(McQuail, Denis & Sven Windahl: 1993) In any organization for the sake of healthy communication people should be able to trust you with their secrets be it the workmates or clients from outside, one must be able to exercise how private and confidential they

are, this will really avoid a lot of chaos in the work place and more importantly clients will have their confidence in their principals which will really create a good image of that organization. (Council of Europe: 1997) This good image especially applies in health organizations where different patients come with different problems that need to be solved, it will be so unethical for the principal to discuss other client's problems or giving examples of other clients to make the other client feel good or to try and solve a problem.

These same healthy organizations should have separate rooms where they will attend each of their clients separately according to their needs. A high sense of humility or rather being in the patient's shoes should be practiced so that the clients can freely communicate with you concerning their problems. (Paul Schwartz: 1995) Confidentiality is important as it creates a trust and safety in group members or the involved members who are able to share more deeply with others; it also creates mutual aid in the sense that before people think of sharing their confidential stories they already have confidence in the parties involved; it can also be an anchor of mutual support such that people can get to assist and support one another to heal. (Center for Democracy & Technology: 1996) To conclude communication goes hand in hand with confidentiality. Without effective confidence in people there will not be a healthy way of communication.

Otherwise communication will not succeed if people cannot talk to one another because they lack trust in one another, nevertheless ways of restoring effective communication means should be used so that clients in a public health organization can have a good image for that health

<https://assignbuster.com/supporting-individuals-through-effective-communication/>

organization. It's so unethical and against the law for a public health society not to exercise confidentially. References1. Ellis, Russell & Ann McClintock (1990): *If You Take My Meaning: Theory into Practice in Human Communication*.

London: Arnold (Chapter 5, (Communication Models) 2. Weaver, Warren (1949): 'Recent Contributions to the Mathematical Theory of Communication'. In Shannon ; Weaver op. cit.

3. Smith, Frank (1983): *Essays into Literacy*. Portsmouth: Heinemann (Chapter 13, a Metaphor for Literacy – Creating Worlds or Shunting Information).