

Effective communication and interpersonal interaction essay sample

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



INTRODUCTION

The purpose of this essay is to explain the importance of effective communication and interpersonal interaction how it can be practice in the care settings. Also, concept of how effective communication can be use by service providers or care managers before setting out policies so that staff will be able to communicate efficiently with each other which is very important when dealing with service users in the health and social care settings.

Effective Communication and interpersonal interaction: These mothed of communication is when we use various techniques that can be analysed of how different types of people reflect when communicating with each other or more people. It also means having a mutual understanding to what have been said. The role of effective communication and interpersonal interaction this is when professional care workers are using formal language to communicate with each other.

For instance, in the hospital professional care workers such as consultants, nurses, or social workers can discuss about a patient in some formal ways for each and every one who is involve with care plan of the patient to have a good understanding of how they can assess the patient needs. However, if professional care worker uses informal communication to another staff who might not understand or similar with what he/she was trying to explained this can cause barrier and the information or any they were discussing will not be successful delivered.

For example, if the context of words use is not clear, the patient needs may not be assessed effectively and this will cause delay which can affect the patient health. When it happened like care professional have to do further assessment by communicating effectively to make sure the patient needs were met. Care workers must ensure a good practice of communication skills for example, in the care settings a new staff name Natasha is appointed as a manager and she was worried about the staff level of communication and interaction skills.

Before Natasha set out any policy for communication skills it is important for her to have a meet with the staff to let understand how it important for them to communicate effectively ensure good practice in the care home.

Therefore, she will let them undergo training to improve their communication and interaction skills. Because if a staff have a discussion with other staff about the care plan of a patient which involve medication of a patient has to be administer within time staff need to explained clearly to other care workers to deliver better service to service users.

Sometimes care professional can use terminology such as jargon but because it their field of work they can both understood perfectly well however, this can also create a barrier for people who are not familiar with those words. Furthermore, effective communication is also to clarify questions that a person or other people might have said, or it can be a conversation between two or more people that they enjoy talking about which can make them learn new things that will benefit them in their line of work.

Communicating effectively, will help building confidence and respect between people however, if communication is ineffective this may cause misunderstanding between people which can be a barrier of communication. Again, when practicing good listen skills, it helps you communicate effectively which can make you understood the person emotion either verbally or non- verbally.

For instance, the person body language which will show the physical behaviour as different to when they use words, when having a one to one communication this is happen when talking to a the person or writing to another person , posture is the standing or sitting of a person when have a conversation with them such as crossing their arms or relaxing meaning they might not interested of what you are saying or may be concentrating , again the facial expression of a person will indicate if they are happy or sad and much more.

In the health and social care settings such as the residential care home, care professionals should communicate with each other's effectively to ensure satisfactory care has been render to the service users and their love ones which could build up their confident and respect when accessing the care facility.

For example, in a residential care home where there are different backgrounds of service users with different culture and religions using the facilities, as a service provider it's important for care workers to perform effectively by supporting each other with a clear tone of voice so that

information can be delivered successfully when communicating. Moreover, if care workers do not communicate effectively this might cause a direct impact in the care system which will lead to serious problems.

According to the Skills You Need website they said, effective and interpersonal communication is when exchanging information, feelings, and meaning using verbal and non-verbal messages through face-to-face conversation. Again, they also talk about feedback how the sender uses it for comprising messages and the receiver will return their feedback which will help the sender to know if the message that was sent is accurate and has been delivered to the receiver.

<https://www.skillsyouneed.com/ips/interpersonal-communication.html>

(Skills you need) Access date 17-11-17 P2

THEORIES OF COMMUNICATION

Communication theories involve dealing with technology and spreading of information such as written words through machines or between people. It is also a process in which people have a two-way conversation whereby, a person tries to understand the viewpoint that has been said by another individual.

However, when we communicate we should make sure that whatever has been said or suggested has been checked and understood by others. For instance, in the scenario Natasha was just appointed as the new manager in a care home and she is worried about the level of communication and interactions skills of the staff which is very important in the care settings.

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Natasha is trying to ensure effective communication between staff so that service users care will be done properly for example, a care professional such as consultant was having a conversation on the phone with a nurse about the needs of a patient and the information the consultant is given was not clear enough because he/she was talk to fast, this is a barrier and message sent will not be understood by the staff because the communication between them inaccurate it is very important for care professionals to communicate with clear tone of voice with a space which will help them understand and deliver information's clearly " According to Michael Argyle in 1972 he claimed that communication skills can learn and develop just as the way we learning how to drive a car. He also focuses his attention on feedback how important it is in skilled activities Furthermore; Michael Argyle also talk about skilled interpersonal interaction which he said it involving a cycle whereby ones must translate or decode what the other person have been saying.

However, even though we communicate using verbal or none verbal method of communication we most known that it will not be straight forward because it might have been translating in different form of ways such as trying to work out what the person was saying. " The communication of cycle is very important especially in the care settings which are: The idea occurs Message coded Message sent Message receive Message decoded Message understood This theory of communication has a different mothed of how we make a conversation with each other, meaning it can be only use when having one to one conversation with a person and cannot be used in group conversation.

Idea occurs- this is the first method use in communication of cycle whereby you will think about something you could like to focus on or an idea you might have thought about and you will like to have a conversation between you and the person.

For example, in a care home my manager has a subject he/she will like to talk about which is having a one to one conversation and it might be an issue that will be a benefit to my profession or something that I will need to amend. The second part of the cycle is message decode, this happens after you have thought about an idea and now you are deciding in which manner or behaviour can I use to have a conversation with the person in a suitable approach. The third part of the cycle is message sent, this is when you give your thought or idea though communicating with a person and will think whatever you have said is appropriate because of how they correspond with each other during the conversation.

For instance, me and my manager are having a conversation and she thinks the message was successful because of the way we match our thought. The four parts of the cycle is message received this part of the cycle, is when the person you are talking to has listening to your what you have said base on the conversation you bring to them. The fifth part of the cycle is message decoded this will help the person who you are communicating with to decoding what your thoughts where about and the person will process by the way you talk to them for example, your body language when the person was speaking to you, the tone of voice, your facial expression and much more this will determine of the communication between them was successful.

For instance, my tutor is having a one to one conversation with me about my college attendance and few other things and after the conversation, I started processing all what he/she have said to me however, the facial expression, body language, and the tone of voice that is used is inappropriate by me. The last of the sixth cycle is message understood, this final cycle of communication theory is when the person understood and gives feedback of what have been said to them. They will then explain it in a process of how the other person has said it and what he or she want to bring along after when the person understood the idea or thoughts that was said.

In this case if the cycle of communication is good the person will come up with an idea and the six cycles will start all over again which can be continue until they have a solution or come in to an agreement this how Michael Argyle thought about the theory of communication. Tuckman's is another theory of communication which can be used in a group interaction. This method of communication influences the way people thinks or feel they fit into a group. In this case when people meet the first time they go through a channel of information which we call group interaction. Everyone in the group will have their saying by give different ideas, opinions, suggestions and much more.

According to famous models stages of group development they said Bruce Tuckman's defined the four steps of group interaction in 1965 just before departing from Princeton. However, for him to develop this four steps of group interactions, he put together a few groups in different surroundings and then acknowledged distinctive point each and every one emphases on

therefore, he suggested before achieving the maximum of group communication people must experience all four steps of group interaction which are: <http://chimaeraconsulting.com/tuckman.htm> Access date 18-11-17 Forming Storming Norming Performing Forming: this is the first part of group interaction in which people will meet at the first time and have a conversation.

For example, in the hospital where all staff are meeting at the first time in a group and they started communicating with each other and sharing information base on their practice however, coming together as a group for the first may not be easy for them that when they might undergo some kind of struggle before they will bond and organised themselves to have an effective communication. Storming: is the second part of group interaction this is when some tensions can occur and have struggled communicating with each other for instance, the staff who just meet at the first time as a group in the hospital, one of them started interrupting the other staff which extended to an argument which makes the other staff annoyed and cause the group commination not to functions properly. Norming: this is the third part of group interaction at this stage the group will all come together agree or disagree on the group values. This applies to the staff that just meet for the first time as a group.

Performing: this is the four and final part of group interaction, on this final stage the for example, the staff who just meet for the first time as a group will get along with each other and establish a mutual understanding on their group values and this is when they will complete the four stages of the

Tuckman's theory which make each and every one gets along and performing effectively. M1- My aim is to advise Natasha about how she can have used the role of effective communication and interpersonal interaction care home settings. As I said in my P1, effective communication is a method of sending information such as verbal or non verbal from one person to another that is being understood.

Interpersonal interaction this is a process in which people communicate that is involved conveying of information, feeling by means of verbal and non verbal between two or more individuals. According to the scenario Natasha is worried about the interaction and communication skills of the staff in the care home for the elderly. However, Natasha is just appointed as a new manager in the care home. My first advise to Natasha is to have a meeting with the staff and explain to them about what her concern is when it comes to the effective communication and interpersonal interaction in the care home. therefore, Natasha should have the knowledge of how effective communication works in the care settings.

Such as assessing the types of communication being used in the care home, identify where they are lacking communicating and interacting with each other's, family and friends of the patient, visitors from different organisation and the patients in the care home. Furthermore, in the health social care settings there are combining agency who works with managers and other staff that is why effective communication and interpersonal interaction are very important such as, having one to one conversations with staff or patients and to be able to deliver message successfully. However, Natasha

should make sure that the staff aware of the types of communication is to be used for individual service user because they have different needs which is required various ways of communicating effectively.

For instance, some service users required verbal communication while other don't meaning some patients are none verbal and they will need staff who understand how to communicate with sign language such gesture arms and hand movement which help staff to understood what the individual is trying to say and when interacting with the service users staff should aware of posture of service users for example they might not want to participate on something like activities or learning new things which they might think it boring for example, the way the head move, crossing of the hand sad and happy face, movement of the body and much more. Another thing the staff should acknowledge of is facing other people, when facing other person is another way of communicating which most time involves emotional kind of conversations.