

# Brief assignment

Sociology



Explain the role of effective communication and interpersonal interaction in a health and social care context Discuss theories of communication Explain factors that may influence communication and interpersonal interactions in health & social care environments up Explain strategies used in health and social care environments to overcome barriers to effective communication and interpersonal interactions Participate in a one- to- one interaction in a health and social care context Participate in a group interaction in a health and social care context MI Assess the role of effective communication and interpersonal interaction in lath and social care with reference to theories of communication Review strategies used in health and social care environments to overcome Assess their communication and interpersonal skills in relation to each interaction Evaluate strategies used in health and social care environments to overcome Evaluate factors that influenced the effectiveness of the interaction Learner Declaration certify that the work submitted for this assignment is my own and research sources are fully acknowledged. I understand that false declaration is a form of malpractice. Learner Signature: Tutor Signature: Date: College Gwenn Assignment Brief BITE Level 3 Diploma in Health and Social Care Date: I.

V Signature: Unit 1 – Developing effective communication in Health & Social Care Date Issued Final Submission Date The purpose of the assignment is to: understand effective communication and interpersonal interaction in Health and social care, to understand factors that influence communication and interpersonal interaction in HOC contexts, to understand ways to overcome barriers in a HOC context, and to be able to communicate and interact effectively in a HOC environment. Scenario – Communication is an essential

part of all relationships and is articulatory important in health and social care professions where service users differ in their ability to communicate and where complex and sensitive issues are discussed. Communication and interpersonal interaction includes not only what we say but what we do with our body and the message our attitude conveys. Whilst in placement you will be observing professionals interacting and communicating with each other as well as with service users.

HOC workers often have to communicate with vulnerable service users so you will need to observe and practice the strategies that are valuable when working in your intended profession. You will have the opportunity of practicing your own communication skills in college before being assessed in your placement where your supervisor/ visiting placement organizer will complete a witness statement of you interacting with an individual/a group of service users. All activities undertaken or observed either in placement or in the classroom must be kept confidential. Task one Firstly introduce your work by identifying a range of HOC contexts when communication is essential whilst working with service users or colleagues. Next describe a variety of forms of communication giving clear examples of how they can be used in a HOC setting.

We can also give messages in our interpersonal interaction (the type of language used and our body language). Again, give examples on how these are used effectively in HOC. Effective communication can only occur if HOC workers consider individual needs and preferences of the service user.

Describe some examples of these preferred methods. Finally briefly state what can happen positively if effective communication occurs e. G. On self-

<https://assignbuster.com/brief-assignment-essay-samples-6/>

esteem, trust, support. Task Two There are several theories of communication. Discuss Argyle's stages of the communication cycle and Dustman's stages of group interaction. Practice the communication cycle or Dustman's group dynamics in a role play. Explain, in some detail, why effective communication is important.

Refer to the communication cycle and Dustman's stages as part of your answer. Consider how effective communication impacts on the individual, the environment and the service provided. Guidance Notes:- Words underlined are linked to the unit content sheet. Use the unit content sheet as a guide to trigger ideas. Use your role play scenarios/DVD observation/ past experience discussions to explore the importance of good information and the effects of poor communication. Remember to research the subject – do not just rely on what we do in class. Reference accurately Task Three Give some examples of factors that can influence communication and interaction in HOC environments.

You will need to include factors which inhibit as well as enhance the communication and interpersonal interaction. The factors will include factors in the environment as well as barriers such as physical impairment, attitudes, cultural variations and misuse of power. Consider the environmental issues and barriers which you have previously discussed. Explain how a HOC worker could overcome each of these barriers with effective communication and interpersonal interaction. This will include a variety of methods including empowerment, taking up training, using appropriate body language as well as using aids to communication in terms of relevant professionals and technological aids.

<https://assignbuster.com/brief-assignment-essay-samples-6/>

You may produce a poster to cover technological aids but include a plan in your assignment and remember to explain how they are used/how they assist service users. Suggest strategies that would be necessary in the following situations: – explaining forthcoming court proceedings to a child or person with learning faculties -a discussion with a terminally ill patient or grieving relative who is distressed -encountering the concerns of a very angry relative of a resident in a care home What are the possible results of your strategies? Observe at least one HOC worker in your placement (or role play) on how they communicate and interact in a situation where ‘barriers’ exist. For example, the service user may be hearing impaired, aggressive or depressed.

Write up your observation commenting on the strategies used by the worker and how effective the strategy was in meeting the needs of the service user. Examine all of the strategies in Section 3 of the unit content and discuss the advantages, difficulties and limitations of these strategies. Remember to maintain strict confidentiality mentioning no names of staff or service users Prepare an observation sheet before your visit/observation Task Four Practice a 1-1 or group interaction and gain written feedback from peers or your tutor on the effectiveness of the methods you used. Participate in a one to one interaction in a health and social care context. (Ideally this should be in work placement but a role play will be accepted. )