

Communication in health care and children settings

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



SHC 31: Promote communication in health, social care or children's and young people's settings. Understand why effective communication is important in the work setting. 1. 1: Identify the different reasons people communicate.

We all communicate for many different reasons; it allows us to fully participate in society. Below is a spider diagram to show the key reasons to why we communicate: How these reasons relate to child care: We communicate to express our feelings, what we need and what we want. Without being able to do this at any age can make us frustrated.

For younger children this frustration can lead to them also feeling isolated, so it is important that we try to understand what young children are trying to communicate and give them plenty of opportunities to do so. Sharing information within any childcare setting is very important. Parents should be able to share information about their children's likes, dislikes and any important information that a setting needs to know, regarding any known special needs, cultural beliefs, dietary requirements etc.

Sharing this information with colleagues and other professionals will make sure that children are fully supported and allow the setting to work at its full potential. Children's parents will also want to know how well their children are doing at the setting and if they are having any problems. Building and maintaining relationships are the underpinning factor in any childcare setting. Building relationships with parents, their children and colleagues ensure that the setting can run smoothly. Maintaining these relationships will account for much of our language and communication used throughout the day.

As human beings we are creative and have our own thoughts and ideas that we need to share with others. Young children will often just come out with things that they are thinking, as they have not yet built up a thought process, where as adults generally tell their thoughts when they need to. Sharing thoughts and ideas about the setting you are in can be beneficial. Speaking up if you think something could be done in a different way or if you are not happy about something can be resolved. Not speaking out can cause tension. People like to be acknowledged, especially when you are speaking to them.

Reassuring people that you are paying attention and listening to what they are saying can be as simple as giving them eye contact. With children and young people they may need a little more, praising them and taking an interest in what they are doing will reassure them that they are being heard and that they are important. The reassurance and acknowledgement of colleagues will also create an effective work setting. 1. 2 Explain how communication affects relationships in the work setting. Good working relationships are a crucial factor in any working environment Communication is a vital relationship-building skill.

In childcare settings, it is essential to establish and maintain good relationships with children, their families and colleagues as well as other professionals that may be involved in the children's care. Practitioners who have superior communication skills are more likely to have good relationships with everyone involved in the setting. Working relationships are influenced by the body language, tone of voice and the words that we use.

For example good open body posture, calm facial expressions and a calm steady tone of voice will show that you are approachable, willing to help and open to communication.

Crossed arms, stiff face and leaning against the wall will show that you are not open for communication and in turn may cause tension. Good communicators should also have good listening skills as people like to know that they are being heard, this can be shown through eye-contact, positioning of the body and a reassuring facial expression. Lack of communication skills can cause problems in the work place as it limits your ability to connect with people on any level. This can lead to tension and conflict. Below is a diagram of some of the ways working relationships are fundamental in child care.

Being able to communicate well and form good working relationships is a massive part of the role of a child care practitioner. From the first moment a child steps into a setting on their first day, they are experiencing many different emotions due to the transition from being at home with parents or carers to starting a Pre-school or going from Primary to Secondary School. Children will feel apprehensive, scared and out of place. This can be made easier when the adults involved have good relationships with each other and share information effectively.

Gaining information regarding the child like their full name and a little bit about them will make them feel more relaxed. Finding a way to communicate and build a relationship with the child will help them to settle

in and feel comfortable with you and their surroundings. This also counts for the parents, they too will feel apprehensive about leaving their children unless they have trust that their child is in good hands. Building a good relationship with parents will ease their minds, in turn their children will settle in faster than if the parents and children are all worried.

These relationships have to be maintained throughout the time the children are in the setting. This is to ensure that the children are able to reach their full potential. If they are happy and relaxed they are able to play and learn more effectively. Good communication from the adults around them will allow them to develop and build on vocabulary, develop concepts and express ideas. If you can communicate well and maintain working relationships you will become a valued member of staff and the children in your care will be able to reach their full potential as individuals learning from you and with your support. Here is a diagram of