

Communication and different reasons

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



SHC21 Introduction to communication in health, social care or children's and young people's settings. Outcome 1: 1. Identify different reasons why people communicate. People communicate for lots of different reasons some of these are these are to build and maintain relationships i. e family, parenting and community relationships. Communication is used by people to conduct business and commerce, people also communicate to learn and educate. Communication is also used for pleasure for e. . story telling, film, music and theatre it is also necessary for emotional intimacy. 2. Explain how effective communication affects all aspects of own work Effective communication helps us to exchange all information within the working environment, it helps us express our feelings/emotions and how we feel when working in certain situations. Using effective communication can help you get positive messages across when needed and can also help create a good atmosphere. 3.

Similar article: Show How and When to Seek Advice About Communication

Explain why it is important to observe an individual's reactions when communicating It is important to observe individuals reactions when communicating as it helps give you feedback on how they are reacting to the information being given to them it can also help you get a clearer understanding of what communication skill they are comfortable using and what communication skills they understand. Outcome 2: 1. Find out an individual's communication and language needs, wishes, and preferences 2. Show how and when to seek advice about communication

While working at the nursery if I came across a situation with one of the children, e. g. they speak a different language, I would ask a higher member of staff what communication skills I could use that would help the child understand or if there are any key words in his/hers language I could use when communicating with them. I would also approach the parents and ask if there are any words they would like me to learn to help make the child more comfortable when communicating with me. Outcome 3: 1. Identify barriers to communication

There are many different barriers that you can come across when communicating here are a few examples: Language: English may not be someone's first language so you must take into consideration other ways of communicating with this individual. Noise: various things can stop a message from getting heard e. g. background noise, distraction or too many people talking. Distracting gestures: Fidgeting with pens, fingers or making inappropriate gestures can help create a barrier in communication as it can be distracting to the individual you are communicating with.

Eye contact: Lack of eye contact can make an individual feel as if your not interested or not paying attention, it could make them feel awkward and not want to continue the conversation. 2. Identify sources of information and support or services to enable more effective communication Outcome 4: 1. Explain the term confidentiality There are different types of confidentiality and different examples but the main definition of confidentiality is: Confidentiality is a set of rules or a promise that limits access or places restrictions on certain types of information. . Describe situations where information normally considered to be confidential might need to be passed

on If a child in the care of the nursery shows signs of any kind of abuse this could be sexually, physically or mentally, as carers of these children we have the right to pass this information on to higher members of staff or to possibly notify social services therefore we would need to pass on the child's personal information if it is requested in this type of situation. 3. Explain how and when to seek advice about confidentiality

A care worker should get advice about confidentiality when a situation arises and they feel it may need to be broken as keeping such information to yourself causes you concern as it could result in harm to the person you are supporting or to someone else. To get further information refer to your organisations policy on confidentiality and the disclosure of such information and if in any doubt ask your manager for further assistance. The only time you seek advice when a child has spoken to you in confidentiality is when that person is in danger for e. g. if the child is being sexually abused, physically abused etc.