

Unit 051



**ASSIGN
BUSTER**

Unit 4277-051 Promote communication in health, social care or children's and young people's settings 1. 1 Identify the different reasons why people communicate There are 6 main reasons why people communicate. First to build relationships, it's important for the staff and the parent to build relationships but also the staff and the child. It is also important for staff to build relationships with other staff members. Another reason you have to maintain this relationship with the parent or the child, a little 'Hello' and 'Goodbye' is maintaining a relationship.

Another is gaining and sharing information, it's important you speak to every parent when they are dropping/picking up their child for general everyday information. For example; how their child slept the night before, could he/she be tired, need a sleep a little earlier. Or if their child is a little poorly, on medication. Then for when their picking up their child, to tell them how their child's been, activities/events happening in the nursery, if they need to bring anything in etc.

Then it's also important that staff members share the information with other staff members, for example, if a child needs medication at a certain time, tell all the staff members in that room so everyone is aware of it. Express needs and feelings is another reason why people communicate. This is important because if a child is feeling sad, angry, they need to feel that they can communicate with a staff member and tell them that they are feeling sad/angry/upset and why so that the staff member can try help them. It can become very frustrating for young people to keep all their emotions in.

Then it's also important so they can tell the staff their needs, for example if they need the toilet, need to wash their hands. Sharing ideas and thoughts is

another reason why people communicate, this could be parents/young people/ children telling staff of new ideas they have. It's important to make their ideas and thoughts feel welcome. Gaining reassurance and acknowledgement, with young people, children this could be praising them for doing something or giving them physical reassurance by giving them eye contact or taking an interest in what they are doing.

1. Explain how communication affects relationships in the work setting Poor communication can lead to misunderstandings and poor performance. More seriously can lead to harming a child and/or breaking the law. Communication is important for staff too, being able to talk to others in the work place will give you more support and you can share ideas and information. You will be able to work as a team to create a work place that is good to work. Good communication is very important with the children will form trusting relationships and help them to settle in and develop.

Good communication with the parents is important as well, sharing information regarding children's care and development, good communication between the two will promote positive relationships.

2. 1 Demonstrate how to establish the communication and language needs, wishes and preferences of individuals

2. 2 Describe the factors to consider when promoting effective communication

There are many factors to consider when communicating with others. The first factor is Environment; we need to think whether the environment is ok to share information.

If the environment is loud or busy it may be very difficult to exchange personal information. For some parents/young children a quiet place may be required to exchange information. Proximity, orientation and posture are 3

factors we need to consider. Proximity is the distance between you and the person you are communicating with. Babies and young children that you are close with need you to be close to them when communicating, whereas babies and young children that are not familiar with you may need you to be more distant they could see it as intimidating or scary.

Then you need to be aware of cultural differences. You will notice if someone is backing away a little from you or is moving closer. Orientation relates to your body's position. When speaking to a parent you tend to stand close on a slant with them whilst talking so you can make eye contact but you are also aware of everything else going on, and is easy to break of if needs be. Posture is the way you are standing or sitting. If you are sitting you need to make sure you're not giving out signals that you are bored, like leaning back on your chair.

It's important you make sure people know you're interested like leaning forward on the chair. Listening Skills 'Active listening' is often used to describe good communication, this means don't just listen, think about their body language, what they are hearing, gesture and any other signals they are sending out, give them your full attention and don't just focus on what they are saying but how they are saying it. It's very important when encouraging young people to speak and dealing with difficult situations. Time Allowing sufficient time for Adults and children to think about how they are going to communicate. This is important with young children when communicating but also can be for adults receiving unexpected information or complex. 2. 3 Demonstrate a range of communication methods and styles to meet individual needs 2. 4 Demonstrate how to respond to an individual's

reactions when communicating 3. 1 Explain how people from different backgrounds may use and/or interpret communication methods in different ways Communication can be slightly different when using it with other people from different backgrounds.

Different people from other backgrounds may use verbal communication to express what they think, however they could also use non-verbal communication to put their point across. People from different backgrounds can find some forms of communication rude, eye contact/hand gestures. 3. 2 Identify barriers to effective communication Speaking a different language is one barrier, when someone speaks a different language or uses sign language, they may not be able to understand what the other person is trying to say. 3. Demonstrate ways to overcome barriers to communication 3. 4 Demonstrate strategies that can be used to clarify misunderstandings 3. 5 Explain how to access extra support or services to enable individuals to communicate effectively. In Leeds, we have great support services to support children and adults with communication problems. There are children's centres all around Leeds that support families and can direct families to other agencies 4. 1 Explain the meaning of the term confidentiality Confidentiality is very important in a nursery setting.

It is about respecting other people's rights to privacy and keeping safe the information that they have provided. Sometimes when working with young children they give us information that is not intended to be shared around, sometimes this information may be of a personal nature or simply not relevant to other people. All information gained during work is confidential this means anything you could not be able to find out as a member of the

public is likely to be confidential. Data protection act 1998 4. 2 Demonstrate ways to maintain confidentiality in day to day communication 4. Describe the potential tension between maintaining an individual's confidentiality and disclosing concerns While parents and children have the right to confidentiality, there are occasions when the need to maintain confidentiality might be breached, for example; where there are concerns for child's welfare, maybe abuse. If there is a concern that a child is being abused its staff's job to disclose this information to the designated/manager of the setting unless they think by disclosing the information will put the child/young person in further danger.