

Identify the different reasons people communicate

People



I am of the opinion that as a child practitioner an essential part of our work role will involve actively seeking to evolve and where apt build relationships. Consequently having a significant impact on children and young people's lives. As quoted, (Children and young peoples workforce, early and child care book 2010) there are a number of reasons why people communicate which are to:

- Build relationships

The ability to effectively communicate with a wide range of people is a vital factor in working towards building relationships that may flourish and enable the gaining of confidence and trust.

For example in working with some young children who may have difficulty expressing themselves, an array of emotions could be displayed, i. e. Frustration, aggression, anxiety and withdrawal. As a practitioner, it would therefore be important to be patient, approachable, non judgmental and a good listener. It is also good to be creative in terms of engagement recognising the different needs of young people.

- Maintaining relationships

I am of a view that open communication and a positive attitude can support the maintenance of relationships.

I feel it is therefore important to assess your own attitudes and values to ensure this doesn't impact on others, hence have a willingness to challenge any arising issues in a professional manner. Conflict may arise in a working relationship. It would be important to be sensitive and allow feelings to be

aired, but actively seek where apt to resolve a situation instead of dwelling on the issue.

- Gain and share information

Working in partnership with young people, families, work colleagues and professional bodies is the foundation for enabling effective service delivery. The gaining and sharing of information where appropriate enables the identification of need and appropriate support. I. e. Child protection issue, discussed on a need to know basis, the aim being to protect the safety and well being of the child.

- Gain reassurance and acknowledgement

It is important to have an awareness of others and the different ways you can provide support. I. e. praising a child or your colleague, being a listening ear, giving constructive feedback and being approachable. This stance can elevate confidence and vision. Express needs and feelings It is important for young people and colleagues feel that they can express their needs and feelings without being judged or discriminated against.

Consequently I feel it is important for a practitioner where appropriate to put aside their personal judgements to facilitate others and provide them with an opportunity to be heard and supported. For example this stance can allow others to find their voice and raise self esteem.

- Share ideas and thoughts

I am of an opinion that sharing ideas and thoughts is an essential part of communication.

It can foster a better understanding of each other and issues promoting respect, confidence and new approaches. In working in a team or with young people it can enable the forming of new relationships creating better working practices and pro change and more productive outcomes.

1. 2 Explain how communication affects relationships in the work setting In order for communication to be effective within a work setting it is essential to establish and sustain good relationships with a diverse range of people and agencies. Within a work setting, poor communication can lead to a number of factors, i. . low moral, mistrust, anger, anxiety and isolation.

If communication issues are not resolved outcomes can be absences, high staff turnover, and ineffective service delivery, which impacts on the service users. It is imperative to keep the lines of communication open to build strong relations. Awareness of your body language, tone of voice, proximity, cultural differences, individual needs and being non judgmental can foster good relationships. Accordingly in working with colleagues regular supervision/team meetings and training can promote understanding and better work ethics.

In working with children and young people it is important to be able to engage with them (as outlined in unit 1. 2). During the settling in and transitioning period great consideration needs to be given to identify any barriers to communication and plan appropriate support for themselves and parents. I. e. key working, ESOL identifying any internal or external resources that may be applicable. I am of the belief that taking such steps to improve

working practices can make children, young people and their parents feel that they have been heard and supported.