

Diploma teaching and learning communication



**ASSIGN
BUSTER**

Communication and Professional relationships with children, young people and adults TDA 31-1. 1 Explain why effective communication is important in developing positive relationships with children, young people and adults. Effective communication is paramount to the development of forming positive relationships. Therefore, within an educational setting we must ensure that as practitioners we can demonstrate and execute these skills with our colleagues, young people and parents. This will enable young people to get the best out of their education and it also models to the young people how to develop and sustain positive relationships.

Communication and positive relationships need to be worked on, without them you may find that the purpose, ideas and directions can be lost or misconstrued. As a TA we should at all times, be aware of who we are communicating with and how we are communicating. In some cases the way we communicate needs to be adapted to suit the purpose and the need for who we are communicating with, and why. Communication can occur in different forms, which include * Non-verbal communication, i. e. body language, facial expressions and gestures * Vocalisations i. e. tone and pitch of voice * Written communication

If communication is effective, it makes people feel respected and valued and it builds and establishes trust, which is an important factor when building and sustaining relationships with others. However, communication is a two way process and it is vital that people also ensure they adopt good listening skills because it is important that you also understand the context of what messages other are trying to get across to you. Within an educational setting, children will receive a much higher standard of care and support

when professionals adopt a multi- agency approach and communicate effectively.

For example, it can stop children from falling through the net and ensures, prevents duplication of work and prevents misunderstandings. TDA 31-1. 2 Explain the principles of relationship building with children, young people and adults. The basic principles of building positive relationships with children and adults are that if trust and confidence is evident within the relationship, then this will create the foundations towards an open, honest and comfortable relationship whereby all parties feel the ability to communicate effectively. Relationships are built upon trust and it is important to have a consistent approach.

The young person or the adult that you are engaging with needs to know that they can trust and confide in you and that you respect and value them. They need to feel that they can be themselves around you and that they need to feel that you like them and are interested in them. Without this the relationship can become fragmented and break down. TDA 31-1. 3 Explain how different social, professional and cultural contexts may affect relationships and the way people communicate Different social, profession and cultural contexts may affect relationships and the way people communicate.

For example, the relationship I have with parents will be different to the relationship I have with a pupil along with the way I communicate with them. If I was communicating with a child or young person for example I may not be as formal when communicating with a pupil as I would be if I

communicated with a parent. Additionally, if I was to communicate with a child or young person I might try to use some visual aids rather than just speaking.

Parents for whom English is a second language may struggle for example, to understand the contents of a letter describing a parents evening or inviting them to a school production which can therefore affect the relationship with this particular parent. The way you communicate with them therefore needs to be adapted to suit their particular needs. It may also be better to have a meeting with them face to face as opposed to over the phone as this will help them to understand with the help of facial expressions and hand gestures.

It is also important to adapt the way you communicate depending on the culture of the person as what is socially acceptable in one culture may not be in another culture therefore it is important not to offend that particular person. It is important to adapt the way people communicate also depending on the social background of the person you are communicating with. For example, parents can sometimes feel intimidated or feel they are being judged therefore it is important to communicate effectively with them with a nice, calm tone and approachable manner.