Nvq level 5 leadership and management in health and social care flashcard

1. Be able to address the range of communication requirements in own role.

1. 1 Review the range of groups and individuals whose communication needs must be addressed in own job role.

Being able to communicate effectively builds trust, respect, enhances learning and accomplishes goals. Within my job role the level of communication I have to uphold has to be one of paramount importance. I have a role of great responsibility dealing with clients and their families or advocates, internal staff and external agencies. Therefore, my communication has to be clear and concise whilst I am conveying instruction and information. I consider communication to be successful when the desired objective is attained. All communication has a purpose, whether to inform, to convince or to serve some other purpose; communication is what ties all departments within an organisation together.

1. 2 Explain how to support effective communication within own job role.

Answers Within my job role as a Registered Manager for Older People it is important to have good communication skills to develop positive relationships and share information with people using services. I also need to be able to communicate well with client's families, carers, colleagues and other professionals. I use several different forms of communication within my job role. Interpersonal skills are those skills that enable me to interact with another person, allowing me to communicate successfully with them. Good communication skills are vital for working in Health & Social Care as they help to:

- Develop positive relationships with service users and their family and friends, so they can understand and meet their needs.

- Develop positive relationships with work colleagues and other professionals.

- Share information with people using the services, by providing and receiving information.

- Report on the work I do with people.

1. 3 Analyse the barriers and challenges to communication within own job role.

Effective Communication is significant and a fundamental relationship-building skill in the workplace for any employee especially for managers to perform the basic functions of management, i. e., Planning, Organising, Leading and Controlling. If people don't communicate well they limit their ability to connect on any meaningful level which can create conflict. Depending on the position in workplace, others will have expectations of how an individual should communicate with others. It is important that for any employee show respect to those he or she works with.

The general social care council's code of practice states that communications should be conducted in an appropriate, open, accurate and straightforward way. By communicating in this way others will have trust and confidence in any employee and their abilities. Workplace relationships become a lot stronger when people can clearly and effectively communicate what they need and allow others to do the same. There are several barriers that affect the flow of communication in an organisation. These barriers.

Interrupt the flow of communication from the sender to the receiver, thus making communication ineffective. It is essential for managers to overcome these barriers. The main barriers of communication are summarised below. Interrupt the flow of communication from the sender to the receiver, this making communication ineffective. It is essential for managers to overcome these barriers.

1. 4 Implement a strategy to overcome communication barriers (Do Not answer) oral questioning e. g I go into policies or asses first.

1. 5 Use different means of communication to meet different needs (Do Not Answer) Oral discussing say do it by email, meeting.

2. Be able to improve communication systems and practices that support positive outcomes for individuals.

2. 1 Monitor the effectiveness of communication systems and practices (Do Not answer) personal statement (how u do it) at you r place of work Write a report.

2. 2 Evaluate the effectiveness of existing communication systems and practices.

Individuals use and rely on communication if its processes and messages are perceived as understandable and trustworthy. Outside of informal social interactions individuals in an organization typically communication co-workers in their departments which have attained the same status they have or they communicate with direct supervisors or there subordinate, The modern business environment requires organisation to develop effective

communication processes to cope with increased employee involvement, flattered organizational structure advances in communication technology and the work towards an economy more on knowledge than traditional industrial and service skills. The communication is affected by non-verbally such that use of tone or even body language may create potential barriers to communicate the correct intended message or just communication.

2. 3 Propose improvements to communication systems and practices to address any shortcomings

proposals in meetings through written or oral communication, shortcomings e. g. in shared access with multi agency working; who can have access and when this is appropriate; maintaining accurate records eg ensuring all information is documented in full and accurately.

Lead the implementation of revised communication system.

2. 4 Lead the implementation of revised communication systems and practices(Do Not answer) it used to happen and how u changed it . oral questioning.

3. Be able to improve communication systems to support partnership working.

3. 1 Use communication systems to promote partnership working (Do Not answer) reflective account, e. g. a past incident give a example what happen and what I did 999 social services gp police.

3. 2 Compare the effectiveness of different communications systems for partnership working.

computerised systems; shared records and access; power issue e. g. who has access and who is excluded; faster response and retrieval of information; increased frequency with which information is collected and shared; standardisation across partnership working.

3. 3 Propose improvements to communication systems for partnership.

working proposals in meetings through written or oral communication; liaising with external partners through meetings; involving and listening to ideas and problems; finding solutions; being able to compromise; alleviating anxieties of others

4. Be able to use systems for effective information management.

4. 1 Explain legal and ethical tensions between maintaining confidentiality and sharing information.

Data Protection Act 1998; CQC Essential Standards on Safety and Quality; ethical issues when to share information; who to share with; when to maintain confidentiality

4. 2 Analyse the essential features of information sharing agreements within and between organisations.

who can access records and who is excluded; circumstances for sharing information; boundaries to agreement.

4. 3 Demonstrate use of information management systems that meet legal and ethical requirements (Do Not Answer) Assessor to observe work product from work place Health and safety, policies inccident form .