

TA3 Effective Communication In Health and Social Care Settings

Verbal communication skills:

- Adapting method
- Clarity
- Empathy
- Patience
- Using appropriate vocabulary
- Tone
- Volume
- Pace

The benefits of using these skills include:

- Makes SU feel comfortable
- Allows SU to understand what is going on
- SU fully informed
- Allows SU to express themselves
- Allows SU to speak more freely/ honestly
- Gives SU trust in practitioner

Non-Verbal communication skills:

- Adapting method
- Eye contact
- Facial expressions
- Gestures
- Position – space and height
- Positive body language
- Sense of humour

Active listening skills:

- Open, relaxed posture
- Eye contact and looking interested
- Nodding in agreement
- Showing empathy
- Clarifying
- Summaring key points

Exam tip:

Remember if a question is asking about effective communication skills it is referring to any of the skills from this page: verbal, non-verbal, active listening.

Special Types of communication:

- **Advocate** – speaks on someone's behalf, such as for someone who has dementia.
- **Braille** – Raised dots to replace written communication used for the blind.
- **British Sign Language (BSL)** – hand gesture to replace words used by the deaf/ hearing impaired.
- **Interpreters** – Someone who translates one language into another.
- **Makaton** - Gestures alongside some speech and symbols, used by people with learning disabilities or hearing impairments.
- **Voice Activation Software** - a programme that allows users to write.

Importance of effective communication:

- Supports PCV + rights – empowerment, trust, feeling valued, respected, reassured.
 - Helps meet users' needs
 - Protects rights
 - User becomes well informed
 - Leads to better understanding
- If communication is poor, then the above benefits won't happen. People may become distressed, misunderstand*