

Communication Skills and Handling Information

Health and social care workers need to develop positive relationships not only with people using the services but also with and the families of service users. They also need to communicate with colleagues, other professionals and external agencies. This course covers the skills required to make sure communication is effective and messages are understood at each stage. It explains the barriers to communication and how to overcome them. It also includes the meaning of confidentiality and how to apply it in day-to-day practice. The course has been mapped to the Care Certificate and the Core Skills Training Framework (CSTF) for health.



Course details

- Level 2 course (as graded against the nationally accepted levels)
- Two modules with one multiple-choice questionnaire
- Two CPD credits*
- Optional narration of the course module and questionnaire for accessibility
- Personalised downloadable certificate
- 70% pass mark
- Printable module for future reference

*1 CPD credit equals up to 1 hour of learning

Course content

Module 1 Communication Skills

What is communication?

- Definition of communication
- Communication cycle

Communication in your setting

- Why do people communicate?
- Who do you communicate with in your setting?

Methods of communication

- Verbal communication
- Non-verbal communication
- Written communication
- Alternative forms of communication:
 - Sign language
 - Fingerspelling
 - Makaton
 - Braille
 - Communication passports
 - Communication using technological aids
 - Communication using human aid

Module 2 Barriers to Communication and Confidentiality

Barriers to effective communication

- Physical or environmental barriers
- Clinical barriers
- Emotional barriers
- Attitudinal barriers
- Other barriers

Creating a caring presence

Ways to overcome barriers

Checking your message has been understood

- Clarifying
- Repeating
- Summarising
- Reflecting

Confidentiality

- Respect the right to confidentiality
- Caldicott Guardian seven principles

Dilemmas

Additional support

This course is suitable for

Anyone working in the health and social care sector.

Contents
Module 1

Communication cycle

2 Message coded
You think about how you are going to say what you are thinking and decide what form of communication you will use, for example, spoken word or sign language. You create the message in this form in your head.

1
2
3
4
5
6
7

Message

Formulates Sender Decodes

Channels of communication
• Verbal
• Telephone
• Voicemail
• Email
• Online
• Letters
• Media

Decodes Receiver Formulates

Feedback

Contents
Module 2

Asking the right type of questions – open questions

Open questions generally start with a question word such as:

Why?
Where?
When?
How?
What?
Who?
Which?

Question 13

Communication is a two-way process so you must make sure that your message is understood by the individual. Some of the ways to confirm if your message is understood are identified below. Select the most appropriate answers.

1. Clarifying using the right type of questioning technique
2. Repeating the message yourself by summarising
3. Asking the individual to repeat the message
4. Reflecting the message by paraphrasing

Q13

Key features

- Visually engaging and highly interactive
- Thought-provoking scenarios
- Opportunities to record your own thoughts and ideas
- Answer explanations for those who achieve the pass mark
- Video to highlight key learning points
- Additional resources with further information about methods of communication

Purchase options

1. Available as a standalone course on the EduCare website.
2. Buy as part of one of our multi-course licences. For further information, please call 01926 436212 to discuss purchase options and licences.



Why choose us?



“ All of our volunteers at Healthy Children in Healthy Families have found EduCare’s training both useful and worthwhile – they’ve responded in a very positive way to EduCare’s training methods. We’ll continue to use EduCare for Health as part of our volunteers’ inductions and would like to thank EduCare and all their staff who have looked after us wonderfully. ”

Martyn Rubery
Healthy Children in Healthy Families, Coventry City Council

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