



Course Overview

The single biggest problem in communication is the illusion that it has taken place. The most important thing in communication is hearing what isn't being said. The art of reading between the lines is a life long quest of the wise. This course aims to refresh and expand your knowledge about communication in social care.

Course Content

1. Describe the different ways that people communicate
2. Describe how communication affects relationships
3. Describe why it is important to observe and be receptive to an individual's reactions
4. Describe how to establish an individual's communication and language needs
5. List a range of communication methods and styles
6. List barriers to effective communication
7. Describe ways to reduce barriers to effective communication
8. Describe how to check whether you have been understood
9. Describe where to find information and support services, to help them communicate more
10. Describe what confidentiality means in relation to their role
11. List any legislation and agreed ways of working to maintain confidentiality in day-to-day
12. Describe situations where confidential information needs to be shared
13. Describe who you should ask for advice about confidentiality
14. Demonstrate the use of appropriate verbal and non-verbal communication
15. Ensure communication aids or technologies are clean, working properly and in good repair
16. Report any concerns about communication aids or technology to an appropriate person

Course Duration 1 hour

Developed in partnership with subject experts.

Accessibility

To change your accessibility settings or translate the course into another language, sign into your Click account before taking this course.

Assessment and Certification

Sign in to your Click account before you take this course to take the assessment and immediately access/download your certificate upon successful completion

Quality Marks



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