

COURSE CONTENT OVERVIEW

# Communication Skills in Health and Social Care

If you work in health and social care, you will communicate with a variety of people everyday. Effective communication is important as it enables service users to communicate their needs and wishes and underpins person-centred care. Communication skills develop over time and with practice and are crucial for providing high-quality care.

This course will teach you how to communicate effectively as well as teaching you about different types and methods of communication, including adaptations for people with autism, dementia and hearing impairments. It also covers the barriers to communication, how to overcome them and how to respond to conflict appropriately and effectively.

### **Module 1: Importance of Communication**

This module outlines what communication skills are and the importance of communication. It also provides examples of who you may communicate with in health and social care as well as why it is important you do this effectively.

- Defining 'communication skills'
- The importance of communication
- Communication in practice
- Confidentiality and communication

### **Module 2: Types and Methods of Communication**

This module explains how to meet an individual's needs, wishes and preferences as well as how to promote effective communication. It also outlines different types and methods of communication including verbal communication and non-verbal communication, as well as how to adjust communication for children, people with autism, people with dementia and those with hearing impairments.

- How to meet individual needs, wishes and preferences
- Verbal communication
- Non-verbal communication
- Autism
- Dementia
- Hearing impairments
- Communicating with children
- How to promote effective communication

### **Module 3: Barriers to Communication**

This module looks at the barriers to communication such as time constraints, emotions and language barriers and then addresses how to overcome them. It also mentions the effect of PPE on communication and outlines how to recognise and respond to conflict situations. Finally, the module outlines the types of difficult conversations you may encounter and how to hold them appropriately.

- Barriers to communication
- How to overcome the barriers
- PPE and communication
- Conflict resolution
- Difficult conversations

## Aims of the training

Upon completion of this training, you will:

- Understand the importance of communication in health and social care, including the principles of confidentiality.
- Know the different types of communication used within and between health and social care settings.
- Be able to adapt communication to meet individual needs, wishes and preferences using different methods.
- Be aware of the barriers to communication and how to reduce them.