**Name: Form: Start date:**

**R022:**

**Communicating and working with individuals in health, social care and early years settings.**

LO1: Task 1a: Communication methods used in health, social care and early years settings and making communication a positive experience

Learning Outcome 1: **Understand how to communicate effectively**

Produce a written ‘guide for new care workers’ for example –

* A guide for new nursery nurses
* A guide for new nurses
* A guide for new social care workers

Examples of care settings:

* Health setting
* Care Setting
* Early Years’ settings

My setting is:

Sections to complete:

1. What is communication (general)?
2. What is verbal communication?
   1. What are verbal skills? How are they used?
      1. clarity
      2. tone
      3. pace
      4. empathy
      5. paraverbal skills
   2. Give examples in each of the different types of care settings.
3. What is non-verbal communication?
   1. What are non-verbal skills? How are they used?
      1. Body language
      2. Gestures
      3. Facial expressions
   2. Give examples in each of the different types of care settings.
4. What is written communication?
   1. Where would you use written communication?
      1. Care plan
      2. Support plan
      3. Written report/medical procedure
   2. How would you ensure all individuals understood the written communication?
   3. What are good writing skills?
   4. How can technology be useful in communication?
   5. Give examples in each of the different types of care settings.
5. What is specialist communication?
   1. Where would you use specialist communication?
      1. Braille
      2. Sign language
      3. Makaton
      4. Voice activated software
      5. Advocates
      6. Interpreters
   2. How would you ensure all individuals understood?
   3. Give examples in each of the different types of care settings.



