



Professional Career Development within N&SC

Topic: The importance of Effective Communication in Professional Practice

Module Number : LCHS 4009(LON)

Assignment NO: ASSIGNMENT 1

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Acknowledgement of AI Tools

I confirm that I have used AI tools solely for grammar correction, spell-checking, and proofreading this work (OpenAI ChatGPT 11/07/2026). I confirm that the analysis and content of this assignment are entirely my own.

Introduction and Scope

As a practitioner developing clinical competencies through the Certificate of Higher Education framework, this presentation offers a critical analysis of the pivotal role that effective communication plays in professional health and social care practice.

Core Focus Areas: Investigating the foundational concepts of clinical dialogue

Evaluating how optimized interaction underpins patient safety.

Utilizing structured models to review individual workplace experiences.

Critically assessing communication as an essential attribute for long-term employability.





Chosen Skill: Professional Communication

Conceptual Focus: According to regulatory standards, strategic communication involves a dynamic, multi-channel exchange—incorporating verbal clarity, precise documentation, and supportive body language—to deliver safe, person-centred care (NMC, 2018).

Clinical Practice: Cultivating strong therapeutic relationships, executing holistic patient assessments, and maintaining robust clinical records.

Expected Benchmarks: Optimising overall patient safety parameters, fostering collaborative teamwork, and elevating the quality of care.



IMPORTANCE OF COMMUNICATION IN **PROFESSIONAL PRACTICE**

Practice Importance: Supports safe, effective care delivery and protects service user autonomy.

Benefits:

Safeguards service user autonomy and upholds personal dignity.

Minimizes emotional and psychological distress for patients.

Cultivates a transparent and collaborative workplace culture.

Risks of Failure:

Correlates directly with diagnostic inaccuracies and medication errors.

Jeopardizes patient safety parameters and breaches mandatory confidentiality.

Erodes multi-disciplinary problem-solving dynamics and team trust.

REFLECTIVE FRAMEWORK

Theoretical Framework: Gibbs (1988)

Applying a structured framework enables healthcare practitioners to effectively evaluate clinical encounters and link experience with professional growth.

Stage 1 & 2: Context & Feelings: Reviewing the specific event and analyzing immediate emotional reactions.

Stage 3 & 4: Evaluation & Analysis: Critically assessing what aspects of the interaction succeeded or failed.

Stage 5 & 6: Conclusion & Action Plan: Synthesizing lessons learned to establish definitive strategies for future practice.

Gibbs' Reflective Cycle

Learning through experience

Created by Professor Graham Gibbs (1988)





APPLYING SKILLS IN PRACTICE



Case of a patient after an Ischemic Stroke.

Incident: The patient suffered from severe Aphasia, resulting in high distress and a total breakdown in verbal communication.

My Action: Utilized non-verbal cues, maintained eye-level contact, and allowed extra processing time to restore the patient's sense of security.

Outcome: Successful de-escalation and preservation of the patient's dignity during care.





FUTURE CAREER & SELF-REFLECTION

How this skill supports my career

Employability

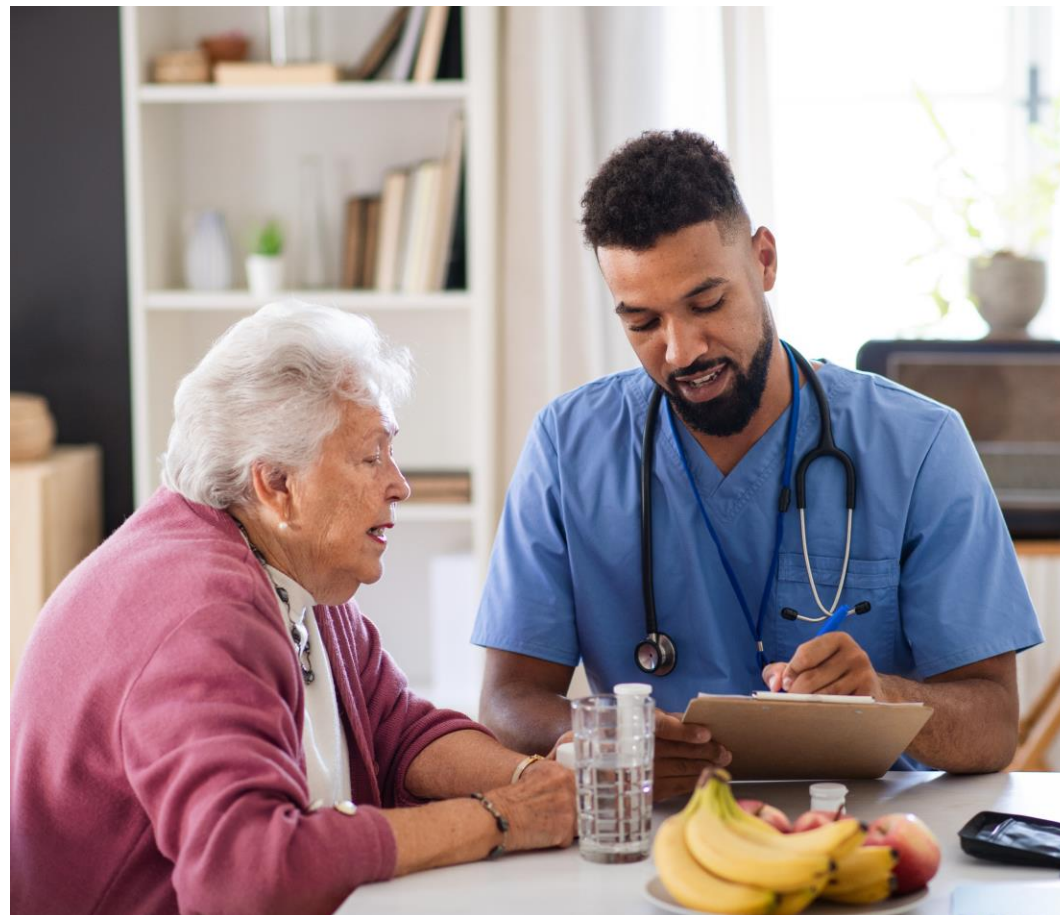
Strong communication is the 1 attribute sought by Health & Social Care employers for teamwork safety.

Current Strength

High level of empathy and patience when communicating with vulnerable individuals.

Development Area

Gaining confidence to advocate for patients during large multidisciplinary team meetings.





Conclusion

The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw

Self-awareness is the foundation of person-centred care. By mastering communication, we ensure safety, dignity, and excellence in practice.

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