

EFFECTIVE COMMUNICATION SKILLS IN HEALTH AND CARE (GIBB'S MODEL OF REFLECTION)

ASSIGNMENT 2- BMHP3001

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INTRODUCTION: Communication is the art and process of creating and sharing ideas. Students should be able to communicate well with others at workplace or university. The skills i choose whether positive or negative communications depend on the situation, receipient of my communication and the information that i need to put forward. (Clough 2007) states that asking questions help stimulate and focus students' thinking skills. This assignment will be based on the reflection of my workplace experiences regarding effective communication.

DESCRIPTION: I had na argument with my colleague at workplace, and that took place last year. I was tasked by my line manager to clean the kitchen at the football academy. As soon as i opened the kitchen door, i was shocked at the state i found the place and the kitchen had been used the day before. I therefore expressed my concern by writing a message on the group chat, and within 20 minutes my colleague was off work that day, suddenly showed up at the kitchen door. He demanded that i showed him the evidences about my claims the place was untidied and disorganized

FEELINGS: I tried to maintain my calm because i was more focused in doing my job. But he kept on insisting that he demanded an answer from me, he kept pointing at the areas saying i should show him the evidence on the floor, the tables, the fridges, the walls which was full of grease and also underneath the sinks. I didn't show any sign of nervousness at the interaction at first but after he kept insisting, i lost my calm and replied by raising my voice and started screaming at him. I said that i have had enough of his disrespectful behaviour towards me. At that point his face completely changed with anger, we were both shouting at each other. I told him that he had no rights to come to the kitchen in the first place, and secondly, i made it clear to him that it was the duty of the line manager to speak to me directly if anything goes wrong. Edelman and Ficarelli (2005) states that anxiety actions are very common to unknown situations. I was unprepared for the workplace situation and i thought that would have affected me throughout the interaction.

EVALUATION: Fortunately, the Academy Manager was in his office closed to the kitchen, he heard the screaming and shouting between me and my colleague. He summoned the two of us in his office, and things cooled down a bit. He talked about working together as a team, and advised us about being cautious with the kind of words we used at each other. I felt apprehensive in the first place because there were young players who were in the gym and they heard the interaction. Turks (2003) states that speaking to a good effect usually weakens when there is lack of knowledge about what is expected from us as well as disorientation. In the end we

shook hands and he went back home. I went into the office of the Academy Manager after i finished my job, and i made an apology for my actions, i acknowledged that it was unacceptable the way i reacted during the interaction. I promised that such actions on my side will never happen again, especially during the time when the young players were in the building getting prepared for their training session. The manager accepted my apology, and told me he overheard the interaction between us and that he understood my frustration and that he could have reacted the same way as i did if he was in that situation.

CONCLUSION: After reflecting, I felt i could have done more to avoid the confrontation. Sometimes we even make fun about what happened that day, i realized we can build friendship in workplace despite our differences. I have learnt that the best way to act in such situation is to listen to the speaker and make sure there is another colleague around who would eventually act as a witness if such interaction happens again. I need to respect others around me, i need to develop my leadership skills. Badger et al (2000) states that taking and referring to notes is very important element of academic literacy. I need to be patient and act with confidence if i were to experience such workplace interaction again.

ACTION PLAN: If i am to interact in the workplace again, (1)-i would try and develop my confidence. I need to be clear of the message that i need to convey and the response i expect from the receiver. It also determines the tone and style of

communication. (2)-Listening Skills can be important when communicating with others, including colleagues, supervisors and lecturers in workplace or universities. (3)-Verbal communication where i need to use words, and making sure the information i convey to the receiver is accurate, i need to speak slowly and allow time for the other person to respond by allowing silence while the person thinks and works out how to reply. I need to acknowledge that i am engaged in the interaction with the other person by using encouraging words such as “yes” and “i see”. I need to develop a positive and open body language skills and avoid being non-judgemental to my colleagues at workplace.

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