

SLIDE 1 . Title Slide

Communication as a Core Professional Skill in the Health & Social Care Programme:

Certificate of Higher Education Skills for the Workplace

Module: Professional Development within Health & Social Care Presenter:

SLIDE 2 — What Do We Mean by “Communication”?

Communication is the intentional exchange of information, meaning, and understanding between individuals (Bach and Grant, 2019).

Types of communication:

- Verbal: clarity, pace, tone
- Non-verbal: body language, eye contact, posture (Arnold and Boggs, 2020)
- Written: medical records, care notes, referrals
- Digital: emails, electronic care plans

SLIDE 3 — Importance of Communication in Professional Practice

Communication is important because it:

- Assists in the correct assessment of needs, risks, and preferences
- Supports informed consent and shared decision-making (Skills for Care, 2022)
- Builds trust, connection, and emotional safety (Bach and Grant, 2019)
- Lowers clinical mistakes and safeguards risks
- Encourages collaboration among multi-disciplines
- Help improve person-centred care.
- Develops therapeutic relationships (Arnold and Boggs, 2020)

SLIDE 4 — Communication and Professional Standards

Communication is acknowledged as a core skill across all care roles (Skills for Care, 2022).

Communication is rooted in all major frameworks:

- NHS Values: compassion, respect, dignity
- Care Certificate Standards: duty of care, privacy, person-centred support

- Health and Care Professions Council (HCPC) and Nursing and Midwifery Council (NMC) Codes: record-keeping, confidentiality, partnership working

Communication supports:

- Ethical practice
- Legal compliance
- Safe and coordinated care
- Cultural competence and inclusion

SLIDE 5 — Practical Example of Communication

Scenario: I am supporting a person with learning disabilities and anxiety during their hospital appointment.

How is communication applied in this scenario?

- Avoid jargon, use language accessible to the audience (Bach and Grant, 2019)
- Provide visual aid prompts or objects of reference.
- Stay calm and allow for additional processing time.
- Observe fidgeting, withdrawal, distress signs – non-verbal cues.
- Record the interaction clearly for the MDT.
- Change communication as needed to meet individual needs (Arnold and Boggs, 2020)

This example shows how communication can affect safety, emotional well-being, and participation in care.

SLIDE 7 — Conclusion

- Communication is a main professional skill.
- It ensures safety, dignity, and person-centred care.
- It encourages ethical practice and effective teamwork.
- It enhances outcomes for service users and professionals.
- The development of this skill is vital for future practice.