

Self – Awareness Presentation

Module Code: LCHS4009

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Communication Skills

**How Effective communication Drives
Personal and Professional Success**

Introduction

- Purpose

To explore essential communication skills and understand why they are crucial.

- Key points

Communication is pivotal to collaboration, leadership and relationship building.

Core Communication Skills

- Active Listening
- Empathy
- Clarity & Consciousness
- Adaptability
- Non – Verbal Communication
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Why These Skills Matter?

Professional Impact

Professional development

Applying Communication Skills in Practice

Effective communication in health and social care is fundamental in delivering high quality care relaying on active listening clarity and empathy.

Scenario

- A care worker in a residential care home, is an assistant to an elderly resident, Mr Williams, who has been diagnosed with types 2 Diabetes. He appears anxious about his medication routine and his dietary requirement.

Active Listening

- Full attention to Mr Thompson
- Encourages expression
- Reflect and paraphrase's

Clear Verbal Communication

- **Uses Plain Language**
- **Explain step by step instruction**
- **Reduces anxiety**

Non-Verbal Communication

- Reinforces assurance through gestures
- Observes Mr Williams body language
- Respect personal space

Documentation & Team Communication

- **Records the conversation**
- **Clear handover**

Combined Communication Styles

- Mr Williams feels heard, supported and reassured
- Demonstrates better understanding of treatment plan
- The risk of medication mistakes are mitigated
- Trust and rapport – person centred care

Conclusion

- Effective communication – listening, clarity, non-verbal skills, empathy, adaptability
- Mastering these skills promotes personal connection, professional outcome
- Committing to these is paramount

References

- Available at: Communication in Health & Social Care | Role & Importance
- Available at: Effective Communication In Health & Social Care | Techniques