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Effective Team Working & Communication

BMSW4002_LON

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1 INTRODUCTION

In your job you need to communicate with people all the time, first and foremost is the person you are supporting, but also their family and friends, who are likely to be involved in the support plan, you will also have to communicate with colleagues and with other professionals, besides you are dealing and working in a multicultural settings (KREPS AND KUNIMOTO,1994).Agreed with the author as you have to be dealing with different human beings for different needs and requirements, people also communicate either to get things done or to express your feelings, and this is where your communication skills needs to be applied, having good effective communication skills will promote a good and effective team

working (ADAIR,2009)offer quality services to the service users, you have to be dealing with GP/Doctors, the ambulance staff, social workers, deliveries, hair dressers, activities for the residents , staff, and responding the telephone calls from outside, example of my workplace where you have to provide services to residents suffering from dementia and full of anxiety, or suffering from past traumatic experiences like abuse from the society, pain, health issues and this where we as health workers applies our communication skills, empathy on how we can transmit joy, love ,respect and dignity by following the organisation policies and code of conduct acts, if all the strategies are acted upon it will improve the quality of services and good relationships among the staff and the residents according to (Shannon-Weaver Mathematical Model 1949) some duties are to be carried out and feedback are needed, where the source of communication/information from the manager encoded through the channel to the receiver to the staff that decoded the message, understand and give the feedback .

2 IMPORTANT OF COMMUNICATION IN HEALTH SERVICES

According to (Berlo's Model of Communication)

SOURCE

Manager communication skills

In my workplace settings here the manager will have to demonstrate his communication skills as this will have impact on how getting things done

Listening Capacity

must have the capacity of being a good listener, this will help to understand the needs, requirements and share opinion of others

Attitudes

Your attitudes whether it is positive or negative will make impacts on your coworkers or the service users and this will not provide a conducive environment for work.

Knowledge

The importance of your education level needs to be put into consideration by recognising the level of knowledge and education of your staff, colleagues and service users or with other professionals or family members of the residents.

3 HOW TO REMOVE BARRIERS OF COMMUNICATION IN HEALTH SECTOR

To improve communication the barriers has to be removed and to be able to achieve the goals, both the staff and the management needs to create a conducive environment for work as this will improve the quality of services ..

According to (BERLO'S MODEL OF COMMUNICATION)

SOURCE

Communication skills

In my workplace settings, the manager is the source of information, and this is why it is important why his communication skills are required, as this will have either good or bad

impact on getting things done, both the manager and the staff must have the listening capacity ,ability to encode and decode as this type of sector is about the servicing the needs of the vulnerable service users.

ATTITUDES

Your attitudes either as a manager or as a staff has serious impact on our ways of performance and causing a non friendly environment, this will affect our services to the patients, if manager is arrogant and power drunk, or the staff perceived him as one, this has already caused a barrier, and this affect both the teamwork and the services provided.

KNOWLEDGE

As a manager your level of education will cause a barrier between you and the staff or with others, if the level of IQ of the staff are lower and they are not put into consideration .

SOCIAL SYSTEM

Coming from different social systems has impact on us the way we communicate with others ,what is accepted in other culture as normal, might be a taboo in another.

CULTURE

Manager, staff, service users are of different culture, and language backgrounds and this are causing a lot of barriers as what is acceptable in my culture might be offensive to other

culture, and most of this components including patient health literacy which are barriers in communication .

MESSAGES

Content. must be clearly instructed, must specify and stated well

Element. must be written clearly, well encoded, simple words, and your body language, **facial expression.** are important when communicating.

Element not writing clearly or not using a simple language is a barrier in communication .

Treatments. has to be well understood and your body language and facial expressions are important in this type of communication .

STRUCTURE

The structural barrier can be language as many staff and the service users are of different language, not speaking the same language is a barrier (Jacobs, HMChen, Mutha)

Code

usually there are barrier if the code of conduct, regulations , rules are not observed, it will affect communication among the staff and the residents , encourage discrimination between the staff or with the service users , lack of dignity to service users , no independence to make a choice , protecting them from abuse, not keeping confidentiality of information.

CHANNEL

HEARING

verbal or non verbal, it could be writing or one on one communication, especially during handover process, or the service users having hearing disability, or having problems with hearing device, faulty or just a battery needs to be changed.

SEEING

some service users are having visual disability and not providing them with their recommended glasses or not having eyes professional to visit and check them can cause a barrier in communication..

TOUCHING

touching someone to draw their attention is another way to improve the communication skills with others but doing it appropriately with respect and dignity will remove the barrier and improve the communication skills between the staff or the service users.

SMELLING

smelling can be applied to communicate especially if I'm dealing with a resident that is partially blind or that cannot see, let them smell the meal before serving them.

TASTING

in some cases where you can have a patient with anorexia, the patients with eating disorder and not encouraging them to taste can also cause a barrier in communication.

RECEIVER

COMMUNICATION SKILLS

My job is to cater for vulnerable residents ,ability to communicate and be a good listener

.

ATTITUDES.

How you interpret, analysis, perceiving the message is a barrier, or the attitudes of service users are also to be put into consideration as many of them are full of anxiety, fears, lack of cooperation, feeling abandoned, loneliness, and their illness could be the accumulation of their anger.

KNOWLEDGE

By not putting or your level of educational and compare to those working or that of residents into consideration, to be a manager you have actually acquired the certain level of degree, and putting the level of service users educational users must be considered.

CULTURE.

Coming from different cultural diversity as we share common beliefs, attitudes, values, and behaviours is a barrier (JPEG's.1998)

4 HOW TO REMOVE AND IMPROVE COMMUNICATION BARRIER IN HEALTH SERVICES

IDENTIFY THE ROOTS

The first task is to identify the roots of the communication barriers and put it as a policy to follow in the care home structure.

Language

verbal or non verbal and adaptation of a single language among the staff and by acquiring the service of interpreter for non english resident, (KARLINER,JACOBS,CHEN,MUTHA,2007) my

knowledge of speaking another language like Italian has made it easy to communicate with two of my Italian residents at my workplace.

VERBAL

Simple words, speaking clearly, the tone of voice, plain language, your body language and position of our body speaks a lot about us, some cases it is so intimidating standing while the person you are communicating with sitting, and then the feedback, the method of (Schram's Model Of Communication 1954) can be applied.

NON-VERBAL

well writing especially during handover time or with the service users with hearing disability, and by gestures, facial expressions, body positions.

ADAPTATION

adopting to the needs of the staff, especially that of service users are priority.

GENDER DIFFERENCE.

In my workplace, we have some female residents that don't allow the service of male gender, because of their religion or cultural diversity.

CONSTANT TRAINING

Update the staff with constant training will help them to cope with their functions and advanced their knowledge in their skills or duties..

CONSTANT MEETINGS.

Organising meetings constantly, seminars, where problems are discuss and find solutions, this will enable the staff stating the problems they are confronting while performing their services and what can be done to solve them.

MODERN TECHNOLOGY.

By providing modern technology and equipments, it creates fast performance, saves time and help against raising safeguarding issues.

ADEQUATE SECURITY.

Providing adequate security to both the staff and the residents (Koprowska 2010)

CULTURE AND VALUES.

The staff, the service users, the family and friends, the other professionals coming to the care home are of different culture and values, this makes us in doing things differently from others, but this can improve the communication skills and our relationships with others by giving respect , dignity to others, this can be achieved by following the company policy and the government code of conduct in health services.

ORGANISATION POLICIES.

Company policy that guides us and anyone violates it faces the discipline ,two of my colleagues job were terminated after fighting with each other.

LEGAL POLICY.

This has to be applied to make us the staff dispensing our duties with professionalism as this instilled discipline , and knowing your rights, and the rights of the service users

STRATEGY

Specific needs of both the staff and service users should be one of the. company strategy to improve the communication skills .

BUILDING GOOD RELATIONSHIPS

Building good relationships among the staff, recognising dedicated staff, by awarding them, by encouraging them to pursue a career, and by organising activities for the service users, internal or external activities, this'll will promote effective team working (ADAIR,2009).

BEHAVIOUR ASPECT

Taken behavioural aspect into consideration will improve communication skills, as a manager this will have impact on home, as a staff it will create a problem for team working, and with the service users that can display bad behaviour as a result of their sufferings .

EMPATHY

Another element to be considered on how to improve the communication skills in such a place like my workplace is having empathy, once you put yourself in whatever position of others help us to perform our duties with respect, and giving dignity to others .

FEEDBACK

This is necessary in some certain functions or duties assigned to you and required the feedback, the ability to encode the message or information through a channel and the receiver decode then send the feedback to the source.(Schrams model of course 1954).

RECORDS

Records keeping are very important in my type of workplace as any wrong or not putting the records properly can affect or leads to serious problems, the daily notes is about the daily activities of the service users, the food chart, fluid chart, personal care, activities, or family and friends visiting time, and if things they brought must be recorded and properly.

5 CONCLUSION

According to what I stated and after doing research reading the opinion of others on this argument on how to improve the effective way of communication are follows it will cover and improve the management of organisation, Human Resources.(BLANCHARD,HERSEY,JOHNSON,2000).

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