

Title Page

Self-Awareness Presentation: Communication Skills in Health and Social Care

Student Name: Humera Ibrar

Student ID: 2512326

**Module: Professional Development
within Health and Social Care**

Module Code: LCHS4009

Introduction

communication as a foundation for effective health and care practice

- Hello, my name is Humera Ibrar.
- In this presentation, I will discuss the importance of **communication** as a key skill in health and social care. I will explain what communication means, why it is essential for professionals, and how it supports positive relationships with service users and colleagues.
- I will also reflect on my own communication skills and give a practical example of how I would use effective communication in a real health and social care setting.

Moonie, N. (2021)



What is Communication and Why is it Important?

- What is Communication and Why is it Important?
- Communication is the process of sharing information, thoughts and feelings through speaking, listening, writing or body language.
- In health and social care, good communication is essential because it:
 - Builds trust with patients and families.
 - Helps professionals understand people's needs.
 - Reduces misunderstandings and mistakes.
 - Supports teamwork and safe care.
- Encourages people to feel respected and valued.
- Without effective communication, the quality of care may suffer and important information could be missed.





My Self-Awareness and Communication

- I believe one of my strengths is that I am friendly, respectful and willing to listen carefully to others. I try to stay calm and make people feel comfortable when speaking with me.
- An area I would like to improve is becoming more confident when communicating in challenging situations or with large groups. I plan to develop this skill through practice, feedback and professional experience.
- Being self-aware helps me recognise my strengths while continuing to improve where needed.

Thompson, N. (2020)

Practical Example



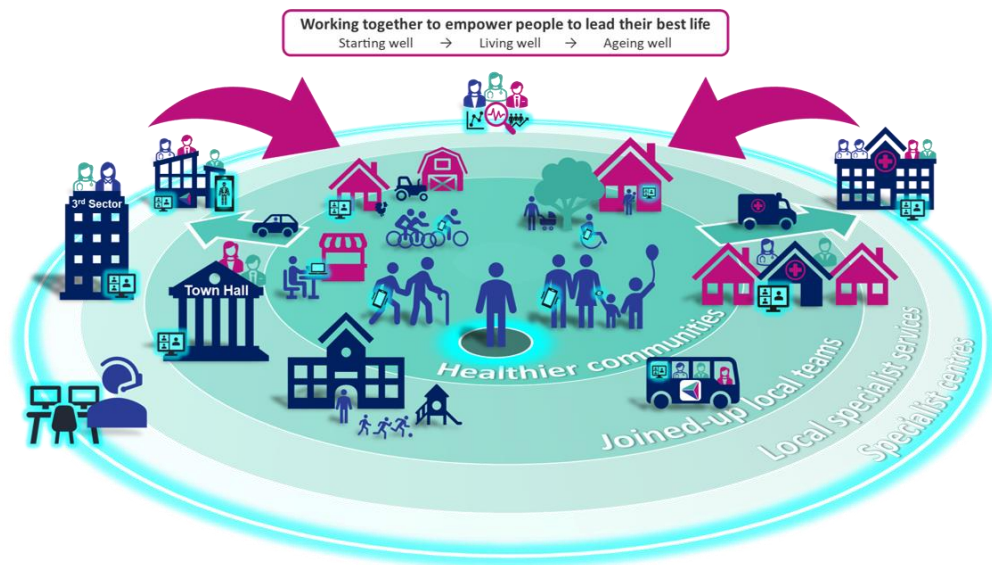
- Imagine I am supporting a child with additional needs who becomes upset during transport to school.
- I would speak calmly and clearly, use reassuring body language and actively listen to the child's concerns. I would also communicate with colleagues and the child's family to make sure everyone understands the situation and works together to provide consistent support.
- By communicating effectively, I could help the child feel safe, reduce anxiety and promote positive outcomes.

Tassoni, P. (2019)

SBAR Model In Health and social care

- **SBAR Model in Health and Social Care**
- **SBAR** is a structured communication tool used in health and social care to help professionals share important information clearly and safely. It is especially useful in urgent or high-pressure situations.





- SBAR stands for:
- **S – Situation**
This explains what is happening right now. It includes the current problem or concern.
Example: “The child is very upset and refusing to get on the transport.”
- **B – Background**
This gives relevant background information to help others understand the situation.
Example: “The child has autism and can become anxious during changes in routine.”
- **A – Assessment**
This is your professional judgement about what you think is happening.
Example: “The child appears overwhelmed and is showing signs of distress.”
- **R – Recommendation**
This explains what you think should happen next or what support is needed.
Example: “I recommend we allow a short calming break and contact the parent for support.”

Conclusion

- To conclude, communication is one of the most important skills for anyone working in health and social care. It helps professionals provide safe, compassionate and person-centred care while building trust with individuals and families.
- Reflecting on my own abilities has helped me recognise both my strengths and the areas I want to continue developing. By improving my communication skills, I can become a more effective and confident health and social care professional.

Moonie, N. (2021)



- **References (Harvard)**

References

Moonie, N. (2021) Health and Social Care Level 3. 6th edn.
London: Hodder Education.

Tassoni, P. (2019) Child Care and Education. 6th edn.
London: Hodder Education.

Thompson, N. (2020) People Skills. 5th edn. London: Red
Globe Press.