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Communication

Communication is about information passed from one person to another, is messages passed between the sender and the receiver that took place using items such as phone or emails to communicate with each other. Communication is between a source and a receiver by sending and receiving through the channels. Communication is the way information is passed from one place to other to process transmitting an information **Skill you need (2011-2020)**

Types of communication

*We have verbal communication and non-verbal communication, we use oral communication in verbal communication, non- verbal communication we use body language and tone. **Skills you need (2011-2020)***

Report

The main reason of communications to influence the behaviour of people exposed to communication. It helps manager to do their work jobs well and be a responsibility. To organize job, effective communication is important that the leader will sent out messages to their teamwork to give them information on what to do, the teamwork receive the messages, If there is any problem in the teamwork, the teamwork will decode the messages, send the messages and the manager will give feedback. **Skills you need (2011-20200).**

The way we made communication effective in my workplace is by communicating with one another by sending information to the managers who is the in charge to decode how to implement them. The leader of my workplace communicates and listen to his or her teamwork in my workplace. The leader as a manager communicate effectively with other member of the teams to achieve their goals. in health and social care, we use informal communication to communicate with colleagues and relative families.

Verbal and non-verbal communication are use in my workplace to communicate with the management and the residents I work with. Verbal is written communication, speaking, writing communication are care Event, handover, care plan, monitor sheet, communication book, meeting notebook, notice board. The communication book is use to write down and anything the leader want the staff to do for the residents, and if their have an appointment, birthdays, outing, Handover is where we write how the residents are feeling, how they spent their day, if they are in good mood on that day any information about the residents. The event care book is where we document any information about the residents anything that has happen to the residents, any activities their have done on that day. Like going for appointment in the hospital out for shopping or their families visited. Monitoring and records when resident have a fall, we monitor and record **Communication theory (end).**

Relevant Theories (Shannon and Weaver, Schramm, and Berol.)

The present of noise between encoded and decoded messages, in Shannon and Weaver model noise like music or sound weave the message send out to the receiver, the receiver misunderstands the

message. Noise affect the way Pedro received the messages, when Pedro was working on building site there was a lot of noise, music, sound, weave sound it affect physical noise, before the message get Pedro the receiver, Pedro decoded the messages, there was no feedback. Misunderstanding transmit the receiver is the process of the messages that was send out by the transmitted of the sender. Feedback is when the has receiver information, messages correctly.

The feedback between the decoder and encoder so that message is understand. The decoded will send out the message. The communication encoded will interpret in the way she/he to understand the information. The information would not say the currently. The channel included verbal communication face to face, meeting letters, phone reports video, chats. The decode had the message and decode, the messages will read through the messages to listen. The passing of the message to the channel from the channel the beliefs and attitudes of the recipients affect the channel.

In Shannon and Weaver, the source of the sender to encode the messages, deliver the message which the can used by media, any social to communicate, like email, smartphone, text, fax. The encode send out the message to have the feedback. The channel has been disturbed because of the noise. The decode, decoded the messages before sent out the, receiver understood what the messages is all about, from the information. Receivers provide feedback SWMC (end).

The important of effective of communication is one of the important information. Communication is important in the work setting. We start by saying communication can defined is the information transfer. This can be exchange of thoughts, messages, feeling. Communication help us we use in our workplace. Communicating effectively with the management and staff help us to have good working relationships, which help residents and staff to communicating effectively with the residents that give management respect the residents and staff in their care , and make sure the management and the care worker listen and understand them.

The way communication is transfer in my workplace is by speech, signals or writing, to communicate to one another. Method of communication are body language, speaking, writing or visual aids. We use phone, e-mail, voice mail, letters. Teams communication is important for everyone who in the group to know what is going on in the group or outside the teams. Listening skill is another way to improve effective communication. Skills ology (2009-2016).

Communication is the process of communicating to the sender, that have something to communicate to other which can be fast. After the sender encode the message in which the received correctly understands the facial expression speaking eye contact, facial expression, after the messages is develop. The messages are the main of how we process the information.

Communication is important in my workplace as residential care officer, we communicate by body language, oral communication sign and symbols and or written and electronically transferred communication. For the elderly dementia, the way we communicate with picture. Written communication

How we communicate to one another in my workplace speaking, writing, body language and visual aids. We have verbal and Non-verbal communication in my workplace. is eye contact, we communicate through non-verbal. Eye contact is one of the non-verbal communications that show

the way we are feeling, people can see you who you are when you make eye contact. Looking into people eyes tells us what is on yours mind, if the person is not interested in what the other person is saying. The person will have a confused eye that they have not understood the messages .it is important to have eye contact to lets people know you are interested in the message. Listening and friendly make them feel good in themselves which has the positive relation helps both management and the residents.

Verbal communication is the barriers we have in my workplace. The staff do not communicate with themselves; I work as a night bank staff with elderly who has dementia, This day they were short of staff because of Corvid 19, We were five staff working on night, we have four units, each staff stayed on each unit, why the leader stay in the office and do the paper work and medication.

On that day I went to work, the manager told me, that we were three staff working, they were short of staff and handover was given to us. After handover the manage told us to team up and worked we were three staff one permanent staff, staff bank, and agency staff, I am the staff bank, I asked the permanent what are we going to do? The permanent staff did not answer me, she ignore me, took the keys, and went to her unit.

At 4.30Am she came down to me, said we should start assisting the residents to use the toilet, while the three of us were working, The staff permanent did not communicate to us, we were asking her question about the residents who needs to assist to use the toilet. she kept quiet. The permanent staff went to another unit without telling us, the agency lady and I were looking for her. When we saw her, I asked her why you told us where you were going, she ignores us and went away. This permanent staff still ignore us.

When we finished the shift, I called her to have a word with her, I challenged her told her why was she not communicate with use, she ignore me, walked away, came back and said I should looks at the time that it is 7.00 O'clock that we are just finishing. I said to her, if you do not communicate with you colleagues you would not get a good result, I was not happy with her.

I went to the office told the leader about what happen, I wrote in the communication book that I want to see the manager. The manager has a word with her, I have seen a change in her, because work with her the following week. Communication theory (end).

Written communication is writing on a paper, we have many types of written communication we can talk about, letter, care plan, appointment, information about the meeting, Newsletter is information on the events, Notice boards is to write information on the boards to show what is happen or what is going in the workplace. Written communication provided a record to write down the messages sent and save for later. Verbal communication Non-verbal communication is face to face communication that we use in my workplace, we used picture, cards, signs, cardboard to communicate with our residents the way staff showed the picture, cards to the residents understand it. Showing those cards to the residents if the staff can interpret the words on the cards very to the residents, the residents will be understood and make it easiest for them. Linked in (2020).

The management and employee have regular communication between management and staff. The management make sure staff are updated on anything that is happen in the organisation. The management communication to their staff that they are having meeting through email or SMS letters, notice board, management have one to one chat with their staff.

The management called staff and asked one of the staff to get ready Mrs A ready for her appointment in the hospital, she use the telephone to send out the messages to the staff , the messages sent out by telephone is verbal communication. The management encoder the message transmits the message to the channel. Staff received the messages because she did not was to go out on that day. She raises her voice loud telling the manager she cannot take Mrs A for her appointment. The manager said to her there is no staff to take Mrs A for her appointment. The staff have no choice than her to take Mrs A for her appointment. The staff receive the messages decodes and process it.

The manager called the staff to find why she was not able to take Mrs A for her appointment, while staff was explaining to the manager, the manager was looking into her eyes and was nodding her head to showed she was interested in what she was saying. The manager sent had a meeting with all the staff, asked the staff to do rota on outing and all staff should work together. The staff gave a feedback on what happen INC (2020).

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