



WELCOME!

University Of Whales Trinity St David

Effective Team Working and Communication

BMSW4002_BRIM

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5th August 2022

GROUP 1

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In this presentation we will speak about...



Introduction on our chosen health and social care organization.



What are the benefits of effective communication on the organizations business process?



How should the organization use the theories relating to modules of communication?



The types of barriers that can prevent effective communication between the organization and their external stakeholders.



What are the channels of communication used by the organization and channels that can be used to improve communication?

S'care home



Introduction on our S'care home

Welcome to our S care home we are allocated in East London. We are 69 bedded home newly refurbished. We have opened our trust in 2008. We have opened another 6 care homes within the Uk since.

We are currently the highest CQC (care quality commission) with an outstanding rating throughout the city. We give our full ambition to our company ensuring the quality of care is provided.

Today me and my colleagues will be discussing the following;

- The main benefits in our organization process
- Theories relating to models of communication
- Different causes of barriers
- The channels of communication used by organization that can improve communication



The types of barriers that can prevent effective communication between the organization and their external stakeholders.

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- Language barriers – finding difficulty to understand one another
 - Emotions - can affect mental health of you and others
 - Cultural- discrimination
 - Ignoring feedback – choosing not to improve
 - Prejudice and stereotyping – people choosing what they want to hear

(Kevin, n.d.) talks about the different barriers of communication between a company and how it can affect

What are the benefits of effective communication on the S'care home process?

(Leonard, Graham and Bonacum, 2014) states that Effective communication and teamwork is essential for the delivery of high quality, safe ... training and simulation, and benefits of a standardized communication

Teamwork

- helps to keep the patients safe (e.g., lifting, moving, changing bedding)
- Better quality of care
- It reduces medical errors that could occur
- Less stress on staff members

Trust

- Builds trust between the patient and the staff members
- We always admit to any mistakes, so we can resolve the matter straight away.
- Respectful, good listening

Communication

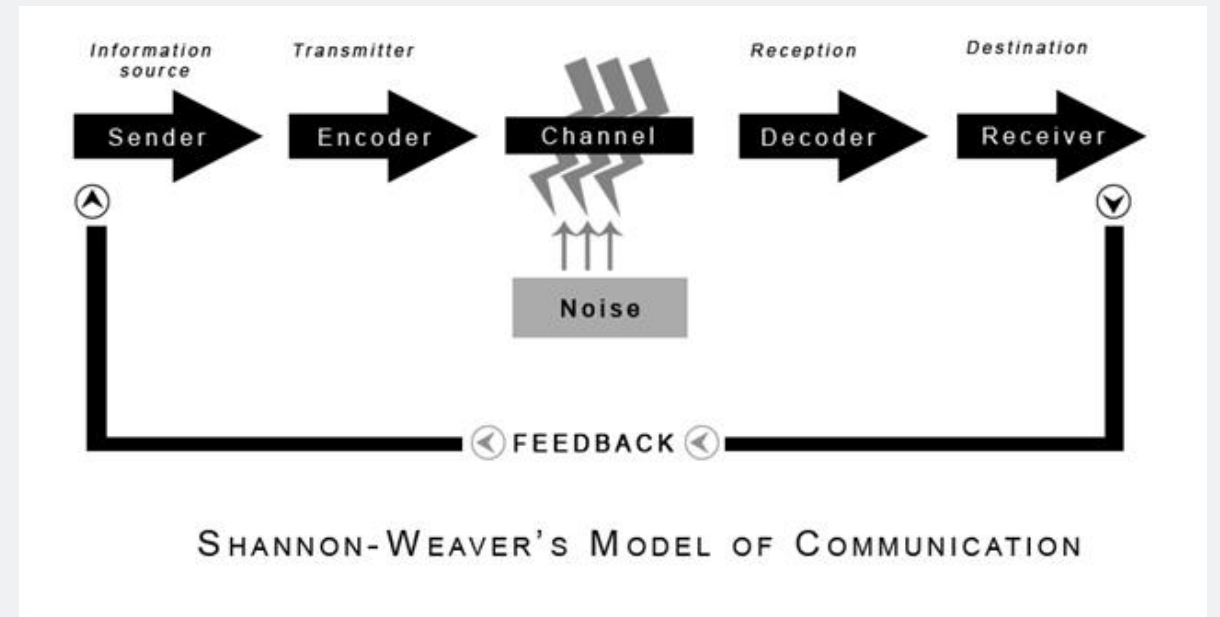
- Makes our resident's feel valued
- Improves our resident's satisfaction
- Communication improves teamwork
- Expressing everyone's feelings so everyone feels comfortable with one another



How should S'care use the theories relating to modules of communication?

Shannon and Weavers' model of communication

- **This module is specially designed to develop the effective communication between the sender and the receiver**



What are the channels of communication used by the organization and channels that can be used to improve communication?

- Communication will help one to build up their self-confidence
- When speaking face to face it shows you someone's body language, their voice of tone and body posture
- You will see if they are interested by the way they are acting
- when you are a good listener, you could also respond well
- You will be able to empathize and understand someone's point of view

(www.mindtools.com, n.d.) states that Being aware of body language in others means that you can pick up on unspoken emotions and reactions. It's a valuable form of feedback, but it can easily be missed if you're not aware of what to look out for.

References

- Leonard, M., Graham, S. and Bonacum, D. (2014). The human factor: the critical importance of effective teamwork and communication in providing safe care. *Quality and Safety in Health Care*, [online] 13(1), pp.i85-i90. doi:10.1136/qshc.2004.010033. Accessed date:22 July 2022
- www.mindtools.com. (n.d.). Body Language: Beyond Words – How to Read Unspoken Signals. [online] Available at: https://www.mindtools.com/pages/article/Body_Language.htm#:~:text=It%20can%20be%20a%20tilt%20of%20the%20head [Accessed 22 Jul. 2022]. Kevin, H. (n.d.). Can't Get Through: Eight
- Barriers to Communication. [online] Google Books. Pelican Publishing. Available at: <https://books.google.co.uk/books?hl=en&lr=&id=oJQ9dxDqdEcC&oi=fnd&pg=PA9&dq=barriers+of+communication+&ots=l5A-w1tPFE&sig=UfWW5TL48zlO0lI8y8ndKnvaauo#v=onepage&q=barriers%20of%20communication&f=false> [Accessed 22 Jul. 2022].

Teamwork Evaluation	Team responses.
Who was in your team?	Sabrina Akhtar 2124109 Serena Bailey 2025320 Sophie Akhtar 2123642
What were the key strengths of your team?	Having good teamwork, supporting one another. Being able to communicate well.
What were the challenges that you overcame as a team?	Finding references was a challenge.
What would you do differently if you worked as a team again?	Well advanced planning.
How would you rate your team working? Out of 10?	10



Thank you for Attending!
Any questions feel free to ask..