

## Communication skills P1

I going to write about communication skills and to I used it to make my group and one to one communication and say if it was well done. I also have to talk about what I could have done to improve the conversation. I will have to talk about why communication is so important in health and social care.

Communication skills are very important this is because you are either in a group or one on one trying to get particular information to the other person or persons. Communication needs to be used effectively that mistakes are not made and the people that you are talking to feels important and understood. If you are able to ask questions and listen affectively than you will have no problem communicating. Different types of communication are non-verbal, verbal and written to communicate with someone. With non-verbal communication you will need to be able to read peoples facial expression to tell their moods. When you are having a non-verbal if it is appropriate you may have to have some kind of physical contact, this is or standing sometime to reassure the people that are talking to. Proximity this is how close you are sitting to each other, this is important because you would not want the person to have to shout. Posture is the way that you are sitting you should sit up and leaning forward to show that you are entranced in what they are saying. Eye contact is very important in any kind of conversation because it shows that you are listening to what is being said by the person.

Verbal communication is some is sometime used to get information quickly from people. Its type of communication can get people to say what you want to hear. This is by using open and close questions. An open question is when you ask a question to someone and you want more than a yes and no. When you are asked a closed question you are going to ask yes or no. The other type of communication is written communication; this could be anything from writing a formal letter to your boss or a menu in a restaurant. This form of communication is most often used for formal matters or long distance communication.

I participated a lot in a one to one conversation. I was a teenager having problems at home and thinking about leaving. I went to the youth worker to help me find a place. The youth workers main objective was to try and see the real reason why I was leaving home. He also tried to make sure that if I was going to leave home it should only be as a last resort. Over all I think the interaction was very well done. The things that made the conversation good were not only the talking but the fact that we were able to listen to each other. You are able to tell if someone is listening to you through the type of gestures that he made for example the nod of the head, gestures that are made with your hands and many other things. Other things than made me think that I was being listened to was the posture, while I was explaining to him my problem he leant forward this

showed me that he was also listening. Eye contact is one of the most important parts in a conversation. He looked at me at all times during the conversation which showed me that he was really interested and wasn't just waiting to kick me out of the door. In this particular case there wasn't any need for physical contact because I would have felt uncountable and scared and I was not in an emotional state of mind. The proximity was important because I was telling him something that was personal to me and if he was sitting too far away I would not have felt to open up to him. We were facing each other not too far away or too close to our personal spaces. We both spoke in a normal pace of voice so that we can understand what we are both saying. Both of our tones of voice were calm, which was good because no one was shouting. His tone of voice and the language that he and I used didn't make it seem as if I was talking to an adult which was good because I could open up to him more easily. The care worker asked a lot of open questions such as? "Why do you feel you have to move home?" to get more information out to me about the root of my problem. I also asked some open questions when I was trying to get his opinion on what I should do "what do you think I should do about this?".

I also took part in a group conversation. The conversation was about euthanasia. I thought that the conversation went well this was partly because I had a bit of research around the subject. We were talking about what is euthanasia and should it be legal in the United Kingdom. At the beginning of the conversation most people gave their point of view about what their thought euthanasia was. We came to the conclusion that euthanasia was an act to bring about the easy and gentle death of a person with a terminal illness or in great pain. After we were trying to find out if people will felt euthanasia was right. The group was divided some people believe that it should be done because there are no changes of the person ever getting better and there is no point to see someone in such pain. The other half thought that mistakes can be made about that person condition (after all doctors are only humans) and in some religions it is thought that "God gave life and no one has the right to take it away". The main point of the conversation was to get your point of view across to other people and to listen about what they had to say.

I think that the conversation went well not just because of my contribution but also because we listened to each other very well. Ways

in which we showed this was though the eye contact that we were have. Every time that someone was talking I always make sure that I looked at them and gave them my full attention. We all used the same kind of language simple but clear so that everyone could understand. We were sitting in a circle which was good because everyone was visible to everyone, which means that when people were talking you were able to see them; this was one of the things that made the conversation good. My facial expressions showed at all times that I was interested in the topic that was being dispute and my facial expression did not change to discourage people about that they were saying because I did agree with their point of view. I was sitting up straight and leaned my head forward when someone was speaking this showed that I was listening. I used a lot of positive gestures to help get my point of view across such as I asked a few open questions to get other people point of view on the subject such as “do you thing euthanasia is right?”. I listened carefully to what other people had to say on the issue. I tried to have an understanding tone of voice so that the other member of the group did fell as if I was trying to tell them what to think.

A thing that I thought I could have improved on my in the one to one interaction was my facial expressions. This was because I was laughing at some points in the conversation. I think it's was because the person that was acting as a care work was my friend so I didn't take it very seriously. Next time I should try the picture it as if it was the really thing. I also could of asked a lot more questions to the care worker to get the information that I needed. Such questions as “what do you think I should do”, “ have you every being in my position” and any more. The thing that could have made the interaction better is if everyone had done the result on the topic, this was one of the reasons why people didn't contributed to the introduction their had not thing to say. We could have gone in turns in making points (giving their point of view).

In the group discussion I think we did well but there were still a few things that we could improve on. I think that because we didn't introduce each other not every one knew peoples names which made it kind of awkward. Not every one spoke. Some people invited others to speak but reward not to participate. Everyone should have given they point to view about what their think and asked questions about what people thought. In this case I didn't really need to ask closed qu estion. Any other thing that I think that we should have improved on was the fact that we did have any physical contact. But I don't think that the physical contact was necessary because it was a group conversation. I think that if we were to have had a little hand shake at the beginning of the conversation it would have made

everybody more conferrable and could of lead to more people expressing themselves. At one point in the conversation I had my hands behind my back. This was a bad thing because it showed that I had lost my concentration.

Communication is very important in an organisation because this is how we get information from one person to the other. In health and social care communication is very important because that is this main theme of business. In health and social care we use communication not only to gain information but also to give it. It helps the services to know how their clients are feeling and ways in which their can help them. Make the client happy because they feel their case has taken in to account and keeps them satisfied with the services which insist them to return. The point of health and social care is that when someone comes to see you with a problem they should feel a lot happier. If there is no communication the clients will not feel as they being listened to and will not use that service and go else were, this will leave the service in a bad reputation.

You will communicate differently with different people. For example if you were talking to one of your colleagues you will not have to use formal language, you may use words like “hi” because you are having an informal conversation but if you were talking to your boss you will have to say “ good morning” or “good afternoon”. If you are a Doctor and having a conversation with another doctor you may be able to use complicated words to describe someone’s condition because you will think that there are able to understand what you are saying. With most service users you will have to brake down for them what you are saying because most of them will not be able to understand the language that you speak because they may not have to same level of education as you. If you are working in an environment were you will have to speak to people it is a good ideal to make sure that you always pay attention to people’s body language so that you can get a deeper understanding of what they are trying to tell you. This is because sometime they body language say more than they verbal communication.

If poor communication is you the service user will this may affect they health or advice that you give them. For example if you are a doctor and are asking your service user to talk on tablets a day and he/she do esn’t understand and doesn’t fell comfortable asking you to respite you self as a result he/she goes home and take about five it will kill them. And if the service user doesn’t fell like he/she is not being listen to he/she will want to change doctors.

