

## Types of communication

### Types:

- Non verbal (body language, gestures, facial expressions)
- Verbal (clarity, tone, pace, empathy)
- Written (writing care plans, appointment letters, prescriptions)
- Specialist (Braille, sign language, interpreter)

### Context:

Examples of how they are used within HSC settings.

What is the positive and negative impact if the types of communication are used or not used within HSC settings.



## R022: What is the importance of communication in building positive relationships?

## Barriers to communication

### Interpersonal factors:

Patronizing language, tiredness, inappropriate body language, inappropriate use of language, aggression, and difference in language spoken. speech difficulties due to disabilities or illness (e.g. dementia, deafness.)

### Environmental factors:

Noisy environment, inadequate space, poor lighting, damaged or unsuitable furniture.

**Overcome barriers: adapting the environment, calm tone, training staff.**



## How can we positively influence communication?

### Environment factors:

- Room layout: Set up and freedom to move around.
- Ventilation: heating and airflow.
- Lighting: lights on or off. Blinds within rooms/environments.
- Access: doors (width, automatic opening), entrances, lifts, ramps, stairs, parking.
- Noise levels: music, meeting rooms, windows, offices

### Interpersonal factors:

- Personal space: give room, allow for space.
- Respecting cultural: respect different (clothing, language).
- Build relationships: to build trust and honesty.
- Active listening: SOLAR approach.

## Qualities of effective communication

- Patience (e.g. when dealing with an individual in a wheel chair) understanding (e.g. by giving clear instructions for an activity at a day care center so that they are understood)
- Empathy (e.g. with an individual's circumstances when breaking bad news in a hospital)
- Respect (e.g. an individual's personal religious beliefs about the type of food they can eat in hospital)
- Willingness (e.g. to support other individuals)
- Sense of humour (e.g. when working with young children in a nursery)
- Cheerfulness (e.g. the way a nursery nurse greets the children)

**How the qualities contribute to effective care: empowerment, reassurance, valued.**