



Target Audience

Care, Support staff, Practice Managers, Housing and Support teams including Team Leaders, Deputy Managers and Managers who are working in a variety of settings.

This course will support learners to gain an insight into the importance of effective communication. Effective communication is an important skill and during the course learners will look at the importance of effective communication, the appropriate use of communication techniques and how these can be embedded into their workplace effectively.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, interactive polls, questionnaires and drawing tools, scenarios for breakout groups, questioning, participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ Skills for Care – Communication Skills in Social Care
- ◆ The Care Certificate – Standard 6 Communication

Course Content

- ◆ The importance and impact of effective communication
- ◆ The stages in communication
- ◆ Possible barriers to communication and methods to overcome them
- ◆ Different types of communication and their advantages and disadvantages
- ◆ Active listening skills
- ◆ Significance of non-verbal communication and body language

Learning Outcomes

After attending this course, learners will be able to:

- ◆ Describe the importance and impact of effective communication
- ◆ Explain the stages in communication
- ◆ Describe possible barriers to communication and methods to overcome them
- ◆ Explain the different types of communication and their advantages and disadvantages
- ◆ Explain active listening skills
- ◆ Describe the significance of non-verbal communication and body language

Duration: 3 Hours