**M2:**

**Communication skills:**

1. How have the professionals used different communication skills to build relationships in each case study?

2. How has the use of these skills helped the person, the people around them and the professionals, and also prevented discrimination?

Key terms to be included:

* Active listening, tone of voice, appropriate language, observation skills, dealing with difficult situations.

**Developing trust and relationships:**

3. How can attachments in early childhood lead to reduced autonomy and emotional resilience in later life?

4. How might this affect the relationship between a professional and a service user?

5. How might a professional overcome this lack of trust?

* Use examples from each case study as examples.

6. What is the Triangle of Care and how does it help to build good relationships and communication between professionals and their families?

7. How does everyone benefit?

* Use at least one case study to give an example.

**Empathy:**

8. What do we mean by empathy? Why is it important in health and social care situations?

9. What are the four empathy theories?

10. How have the professionals in each case study used empathy with each person? How has this effected both the person and the professional?

11. For each case study, how has the use of empathy been used to prevent discrimination?

**D1:**

1. For each case study, what are the possible disadvantages and negative impacts of:

* Not having a secure attachment with a primary carer in early childhood?
* Developing trust and good relationships between carers and service users?
* The Triangle of Care?
* Using Empathy in health and social care relationships?
* For the individual, the professional, and any of the people around them?

(Only discuss if it is relevant to that case study)

2. For each case study, how successful have the professionals been in using the 6Cs, skills and attributes, communication skills and empathy to promote anti-discriminatory practice overall for that person?

3. How has care been tailored for each individual’s care and support needs in each case?

4. How successful overall has promoting anti-discriminatory practice been achieved for each of your case studies?

* Give a summary of your findings.
* Use the correct terminology, do not use slang.
* Check you have shown good understanding of all terminology.