**Task A checklist**

**Explain the role of effective communication and interpersonal interaction in a health and social care context.**

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| --- | --- | --- | --- |
| **Section** | **Parts** | **Yes – Peer check** | **Yes – Self check** |
| **Introduction** | Who you are |  |  |
| Where you work |  |  |
| Who you work with |  |  |
| **Why is effective communication so important?** | In your setting |  |  |
| In HSC generally |  |  |
| Benefits to staff and service users |  |  |
| Problems when communication is poor |  |  |
| **Contexts** | Explain what contexts to communication are |  |  |
| 121s |  |  |
| Groups |  |  |
| Formal |  |  |
| Informal |  |  |
| Between colleagues |  |  |
| Between professionals and service users |  |  |
| Multi-agency working |  |  |
| Multi-disciplinary working |  |  |
| Give examples of each from your setting or general HSC situations |  |  |
| **Types of communication** | What are they all (10) – include EVERY one |  |  |
| Discuss 4 in detail |  |  |
| Examples in HSC |  |  |
| When and why might they be used? |  |  |
| **Types of interpersonal interaction** | What are they all (10) – include EVERY one |  |  |
| Discuss 4 in detail  |  |  |
| Examples in HSC |  |  |
| How can they be used positively and negatively when communicating? |  |  |
| **Preferred / alternative methods of communication** | What are they all (12) – include EVERY one |  |  |
| Discuss 4 in detail |  |  |
| Examples in HSC |  |  |
| When / who would they be used with? |  |  |
| Advantages? |  |  |
| Disadvantages? |  |  |
| **Explained each point you make throughout your work:** | Make a point |  |  |
| Explain why or how? |  |  |
| Give an example from Health and Social care or your own experience |  |  |
| Expand further – impact and consequences |  |  |
| Link back to the question |  |  |