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| HC logo | **BTEC Level 3 Subsidiary Diploma in Health and Social Care (QCF)** |

**Unit Title: Developing Effective Communication in Health and Social Care: Assignment 2**

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| Learner Name: |  | Assessor Name: |  |
| IV Name: |  | IV Signature: |  |
| Hand out date: |  | Deadline: |  |

**Learning Outcomes for this unit:**

1 Understand effective communication and interpersonal interaction in health and social care

2 Understand factors that influence communication and interpersonal interaction in health and social care environments

3 Understand ways to overcome barriers in a health and social care environment

4 Be able to communicate and interact effectively in a health and social care environment

\*There are three assignments to complete in order to meet the criteria for this unit\*

**Unit Content for Assignment 2:**

2 Understanding factors that influence communication and interpersonal interaction in health and social care environments

**Environment:** factors, e.g. setting, noise, seating, lighting, space, time

**Barriers:** factors, e.g. type of communication (difficult, complex, sensitive), language needs/preferences, sensory impairment, disability, personality, self-esteem, anxiety, depression, aggression, submissiveness, assumptions, value and belief systems, jargon, cultural variations, use and abuse of power, effects of alcohol/drugs.

3 Understanding ways to overcome barriers in a health and social care environment

**Communication and interpersonal interaction:** possible strategies, e.g. staff training, assessment of need, using preferred method, promoting rights, confidentiality, defusing aggression, assertiveness, appropriate verbal/non-verbal communication, building relationships, appropriate environment, attitude, confidence.

**Aids to communication:** human (advocates, interpreters, translators, signers, mentors, befrienders), technological aids (hearing aids, text phones, minicom, voice activated software, relay systems).

**Assignment 2**

**Task A**

You have been asked to deliver a training session to the new recruits the title of which is “**Explain** factors that may influence communication and interpersonal interactions in health and social care settings”.

In order to support the delivery of the training session, you must produce a PowerPoint presentation and a handout to give out to the recruits.

In your presentation, ensure you explain

1. Factors in the environment
2. Barriers to communication

**Explain** the full range of factors and barriers that may help or hinder effective communication and interpersonal interactions in health and social care situations.

Don’t forget to reference your work and pictures.

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| **Explain (in detail)** | Set out the meaning of something, with reasons. | **Point**  **Evidence or example** - from case study, research or theory  **Explain** “how” or “why”?  Use the word “because”. | *In the item/extract/graph/diagram, I can see that…*  *This tells us that…*  *This causes…and can lead to….*  *This shows….*  *A consequence of this is…*  *because …*  *For this reason …*  *From this we can infer that …*  *It leads to…*  *This means …*  *Due to …* |

**Task B**

To supplement your presentation, you have been asked to include a report “**Explaining** strategies that are used in health and social care environments to overcome barriers to effective communication and interpersonal interactions”.

In your report you must ensure you explain:

1. Possible communication and interpersonal interaction strategies
2. Aids to communication: human and technological aids

Don’t forget to reference your work and pictures.

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| **Explain (in detail)** | Set out the meaning of something, with reasons. | **Point**  **Evidence or example** - from case study, research or theory  **Explain** “how” or “why”?  Use the word “because”. | *In the item/extract/graph/diagram, I can see that…*  *This tells us that…*  *This causes…and can lead to….*  *This shows….*  *A consequence of this is…*  *because …*  *For this reason …*  *From this we can infer that …*  *It leads to…*  *This means …*  *Due to …* |

**Task C**

Create a section in your report titled “**Review** and **evaluation** of strategies used in health and social care environments to overcome barriers to effective communication and interpersonal interactions.

Use your experiences from your work placement to support and supplement your work. You may wish to refer to case study or real-life examples in your report to illustrate a point. Remember confidentiality.

Don’t forget to reference your work and pictures.

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| **Evaluate** | Review the information then bring it together to form a conclusion. Give evidence for each of your views or statements. | **Positives:** What did you do well? What is good about something? What does it explain?  **Negatives:** What didn't go well? What needs to be improved? How you could improve? What doesn't it explain?  **Conclusion:** Overall summary of whether something is working or not? | *It could be argued that...*  *Many would suggest that...*  *The most important…*  *This is effective because…*  *This is successful…*  *The evidence for this is…*  *It is convincing because…*  *I think that…*  *The best thing about this was...*    *On the other hand, it would be preferable to ...*  *It is problematic because ...*  *It does not fully account for...*  *However, it wasn't totally successful because...*  *To improve...*  *Even better if...*  *In conclusion...*  *To conclude ...*  *Overall...*  *I think that…*  *My opinion is that...* |

**Learner Assessment Submission and Declaration**

When submitting evidence for assessment, each learner must sign a declaration confirming that the work is their own.

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| Learner name: | | Assessor name: | |
| Issue date: | Submission date: | | Submitted on: |
| Programme: BTEC Level 3 Subsidiary Diploma in Health and Social Care (QCF) | | | |
| Unit: Developing Effective Communication in Health and Social Care | | | |
| Assignment reference and title: 1. The Role of Communication in Health and Social Care. | | | |

Please list the evidence submitted for each task. Indicate the page numbers where the evidence can be found or describe the nature of the evidence (e.g. video, illustration).

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| --- | --- | --- |
| **Task ref.** | **Evidence submitted** | **Page numbers or**  **description** |
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| Additional comments to the Assessor: | | |

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| --- |
| **Learner declaration**  I certify that the work submitted for this assignment is my own. I have clearly referenced any sources used in the work. I understand that false declaration is a form of malpractice.  Learner signature: Date: |