

Effective Communication

Aims and Objectives:

- Gain an understanding of why we communicate
- What is effective communication
- How to listen effectively
- The importance of body language and facial expressions when communicating
- Why confidentiality is essential in all aspects of care

Course Duration: 2.5 hours

Assessment Criteria: group tasks and informal assessment

This course provides candidates with awareness and skills which reinforce the importance for effective communication with individuals in order for them to express and gain their choices and preferences.