
Focus on Unit 2: Communication in Care Settings [AS level, mandatory, internally assessed]

OVERVIEW

- Types of communication.
- Factors that support and inhibit communication.
- Communication skills.
- Theories relating to communication.
- Interaction with a service user/care worker.

SUITABLE ACTIVITIES

- Counselling-type training situation or role play to develop skills of using prompts, reflection, empathy, open-ended questions.
- Paired or group research to gather information about different theories.
- Work placements, coffee morning, lunch club, activities afternoons, meetings, discussions to demonstrate communication skills in one-to-one or group situations with service users/care workers.
- Fish bowl exercises, decision making forums and team building activities to investigate group interactions and develop understanding of what constitutes effective and poor communication.
- Peer evaluation and action planning for improvements.

POSSIBLE PITFALLS

- Using teachers, parents, other candidates for interactions – these are not service users/care workers.
- Studying counselling or psychological models which is not necessary for this unit.
- Lack of regular feedback to candidates which is useful to make sure candidates are addressing the criteria.
- Portfolios which are not well-organised and structured, making it difficult to address weaknesses.

RESOURCES

- *Communicate!* by P. Burnard – good information relating to theory of interaction.
- AVCE textbooks have useful chapters on communication.
- *Care NVQ Level 2 and 3* by Yvonne Nolan – gives excellent practical advice regarding communicating with service users/care workers

EXERCISE

- Assess exemplar portfolio strand 4 pieces of work provided on this CD-ROM.
- Check for criteria which have been met.
- Decide points to be awarded within range of marks.