Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Effective Communication in Adult Care

Unit Reference Number: F/652/0835

Level: Five (5)

Credit Value: Five (5)

Minimum Guided Learning Hours: 32

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to use communication skills to achieve positive interactions	1.1 Explain different **communication skills**, **methods and models and** the circumstances they may be most appropriately used in
	1.2 Analyse how to achieve maximum impact, by using a range of appropriate communication skills and methods
	1.3 Evaluate how communication skills underpin: a) achievement of positive outcomes for **individuals** and **others** b) the leadership and management of teams c) sustainable **relationships and partnerships**
2. Know how to manage and resolve conflict	2.1 Explain the models of conflict management and conflict resolution
	2.2 Assess factors that can cause friction and conflict within the workplace
	2.3 Assess skills that underpin conflict management and conflict resolution techniques
3. Be able to communicate effectively with others	3.1 Apply a range of effective communication styles, methods and skills

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	3.2	Apply communication skills appropriately in relation to message and **audience** for maximum impact
	3.3	Adapt communication style in response to the emotional context and communication style of others
	3.4	Identify and overcome barriers to communication with a range of people
4. Be able to develop communication practices that promote positive outcomes	4.1	Monitor and evaluate the effectiveness of both internal and external **communication systems** and practices used in the workplace
	4.2	Monitor and evaluate the effectiveness of communication practices to support positive outcomes for individuals
	4.3	Propose improvements to communication systems and practices and lead their implementation

Assessment Requirements

This unit must be assessed in accordance with Skills for Care & Development assessment principles guidance.

This is a knowledge and skill-based unit.

Knowledge evidence may be generated outside of the work environment, but the final assessment and decision must show application of knowledge within the real work environment.

Learning Outcomes 3 and 4 are skill based, and primary evidence throughout the qualification should include observation of direct practice in the workplace in actual person.

It is acknowledged that remote observations could be used in appropriate circumstances, as an approach to enrich, enhance and triangulate main direct observations which have been carried out. Remote observations should not be planned and used as the primary approach. Safe and reliable approaches to use of remote technologies in the assessment process must be agreed with Open Awards prior to use. This should include how the privacy, dignity and confidentiality of any individual will be protected and robust evidence recording protocols.

Indicative Content

LO1	**AC1.1** **Communication skills, methods and models:** must include a range of skills methods and models including digital. In context this may include but is not limited to:

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	• Skills – Active listening, open questioning and empathy • Methods – verbal, non-verbal, written, digital • Models – Tuckman's stages of group development, transactional analysis, the Shannon-Weaver model. **AC1.3** **Individual:** A person accessing care and support. The individual, or individuals, will normally refer to the person or people that the learner is providing care and support for. **Others**: In this context, others may include: • individuals accessing care and support services • carers, loved ones, family, friends of those accessing care and support services • team members • colleagues and peers • managers and supervisors • professionals from other services • visitors to the work setting • members of the community • volunteers. **Relationships and partnerships:** may include those involved in care service provisions e.g. networks, communities and other professionals and organisations.
LO4	**AC4.1** **Communication systems:** Learners must include manual and electronic systems.

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