

Positive Team Communication

Topics examined and discussed, with practical activities and audio clips: (Bespoke for Friends of the Elderly)

- Who benefits from accurate communication of information about an individual service user? Who is "the team"?
- Examining the main factors creating conversation? Listening, speaking, body language, the differences between English and other languages and possible problems, cultural implications and expectations in the workplace
- How do team members expect to communicate with other colleagues? How do individuals expect to be addressed?
- Written information in the Daily Support Record-reference to the individual and not general statements -meaningful details for another healthcare worker
- Appropriate note form for the care environment for those whose first language is not English