

**St Aidan's and St John Fisher Associated Sixth Form**

**Y11 to Y12 Transition Work**

**Subject: Health and Social Care**

**Topic: Communication Skills**

**Independent Learning Tasks to Complete: Research communication skills used by Care workers**

Your research can be completed as a Word document, or it can be hand-written.

Title: **Communication skills**

Conduct some research into the following areas;

1. **Verbal communication skills:** Pace, tone, pitch, effective questioning, active listening, non-discriminatory language, avoiding slang and jargon and age-appropriate language.
2. **Non-verbal communication skills:** Body language, eye contact, facial expressions and gestures.
3. **Special methods of communication:** Makaton, British Sign Language and Braille.
4. **Technological aids-** Dynavox, lightwriters and voice activated software.

Whilst gathering your research, make a list of the websites you have used.

E.g. <https://www.makaton.org>

**How it links to the Specification:**

**Unit 1 portfolio unit- Building positive relationships in Health & Social Care**

**One coursework task** requires students to discuss how the above skills are used by practitioners in a setting of their choice.

For example, how a GP should communicate with different patients in a GP surgery.

**Another coursework task** requires students to write about how specialist communication techniques and technological aids are used in certain settings to provide high standards of care with service users who have communication difficulties.

For example, the use of a Makaton interpreter in a special school.

**Resources (include any hyperlinks):**

- <https://www.makaton.org/>
- <https://www.royalblind.org/national-braille-week/about-braille/braille-facts>
- <http://www.british-sign.co.uk/british-sign-language/how-to-sign/alligator/>
- <https://www.tobiidynavox.com/en-gb/>
- <https://www.verywellmind.com/types-of-nonverbal-communication-2795397>
- <https://www.skillsyouneed.com/ips/active-listening.html>

**Deadline: Friday 27<sup>th</sup> September 2023**

