

# Effective communication & how to help achieve it

Effective communication is about more than just exchanging information.

It's about understanding the emotion and intentions behind the information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what's being said and makes the other person feel heard and understood

1

Listen carefully and don't interrupt the person who is speaking

2

Use your listening skills to check understanding

3

Know the value of keeping a conversation going

4

Recognise and use non-verbal communication

5

Ask questions - remember open questions give people the opportunity to talk rather than give one word answers.

'How are you' rather than 'are you ok'

6

Understand cultural differences and how they might impact on communication

7

Understand how disability and physical and/or mental conditions might impact on communication

8

Be an active listener, acknowledge you are engaged in the conversation by nodding your head and use encouraging words such as 'yes' and 'i see'

The skills for care - Communication skills in social care is an excellent resource for you to develop your understanding of effective communication further