***(P2) A Discussion of the theories of communication)***

***Introduction***

*It is crucially important that health and social care professionals are aware and have a great understanding about the different theories of communication. This enables care workers to communicate effectively when communicating with their service users in the care setting. This will ensure the individuals that care workers are doing the best of their abilities to meet their needs and requirements. Care professionals must use theories of communication all the time when present in a health and social care setting as they send messages to individuals and receive messages from them. If this does not happen daily, communication is broken down and could cause confusion for service users which results in them mis- understanding the message.*

***Theories of communication***

*A theory is ideas that someone has produced and researched to understand and make predictions about something they are specifically viewing* ***(Oxford dictionary)****. This demonstrates that a theory is something that we naturally see as individuals. Theories are important to understand because communication has a massive impact on everyone’s daily lives. When communicating with others, the theories give people the opportunity to help them organize and understand their communicating experiences* ***(Lumen learning/ introduction to communication)****. This gives care workers the opportunity to analyse the way they communicate with service users and if they come across any barriers, they can see what works or not. There are different methods of communication if service users require to communicate this way. For example, in a hospital an individual may have limited hearing, therefore uses sign language to communicate. To overcome this barrier, the doctor will have to communicate back in sign language or provide another care professional who can communicate this way.*

***The communication Cycle***

***( ManYana Ltd: The Communication Cycle)***

*Communication is a fundamental part to everyone’s lives. The communication cycle is where a message is sent by an individual to another. This message will pass through many recipients in a chain. The main reason for a communication cycle is to see the timing it takes for feedback or an effective response to be received from the sender* ***(reference.com/ view communication cycle)****.An example where this communication cycle is used is in a care setting such as a hospital or school. A doctor will ask a patient how they have injured themselves or what brings them to the hospital. The doctor will then wait for a response from the individual and then they will receive information from the patient they are caring for. In a care setting such as a school, the teacher will ask pupils a question and the teacher will then wait for a response from one of the pupils. When the pupil responds, this shows that communication between individuals has took place.*

*Good communication involves checking and understanding the information/ message you have received or sent to another individual. Also, reflecting and actively listening is crucially important to having good communications with service users because this helps building a cycle of understanding as well as learning new things.*

***Argyle’s ‘Communication Cycle’ Theory***

*There are six stages to ensure that a clear, effective message is given across to an individual. These stages are required to care professionals when communicating with their service users in the care setting.*

***Ideas occur-*** *This is where an individual has a thinking process on what they are about to say to another individual.*

***Message coded-*** *This is how the individual is going to say the message, so it is sent in an effective clear way.*

***Message sent-*** *This is where the individual has communicated to another person to send them a message.*

***Message received-*** *The individual that the message was for has acknowledged the information being sent to them.*

***Message decoded-*** *That person that the message was for then interprets that information.*

***Message understood-*** *If the message has been sent clearly, the individual would have had a clear understanding of the information. If not, this demonstrates that the person wasn’t concentrating who sent the message, therefore has created barriers to communication.*

**(Slide-player, 7th November 2011)**

*Michael Argyle was a social psychologist who developed a theory that was about a human communication cycle. He mainly focused on verbal and non- verbal communication that occurs in a two-way process between individuals. Argyle stated that interpersonal communication is something that you learn.* ***(Prezi.com/ theories of communication 2016)***

***A doctor and patient communicating in a hospital care setting***

***Doctor-*** *Hello (smiling), my name is Tina. I am going to be looking after you now as the afternoon staff have finished their shift. Are you okay Mrs. Knowles?* ***Patient-*** *Hello Tina, nice to meet you, you don’t have to call me that, please call me Nicole (shakes hand with the doctor).* ***Doctor-*** *So you would prefer me to refer to you by your first name which is Nicole?* ***Patient-*** *Yes please, I much prefer it and to answer your question, I am not feeling to good. My arm is aching from the fall still and I have terrible pains in my back (feeling her back with her hand).* ***Doctor-*** *Oh no! That's not good (gently touches Nicoles hand with a concerned look on her face). Would you like me to prescribe you with some medication to help with the pain?* ***Patient-*** *Yes please Tina, that would be great.* ***Doctor-*** *OK. I will be back shortly with some medication, if you need anything whilst I am gone, please ring the bell.* ***Patient-*** *Thankyou, see you later.* ***Doctor-*** *(smiles and walks out of Nicoles ward)*

*It is crucially important that the care professions actively listen to the service users and absorbs all the information and requirements they are saying. This is because they have a duty of care towards the patient in the care setting. If the patient wants you to refer them by their surname or first name you must do so. This is because care workers have a duty to make sure that the service user is comfortable, safe and secure in their environment and when communicating with them to. The care worker must wait for consent of the individual before calling them anything and touching them, this is so the message and actions are understood by the individual and care professional. The care worker in the care setting must also check to see if the patient understands what they are explaining/ saying to them. To do this the care worker should ask ‘do you understand?’ regularly and the response to this would clarify if the care worker needs to elaborate or not. This shows effective communication between two individuals.*

*If the doctor didn’t understand and show emotion to the patient it can come across to them as rudeness. For example, if the doctor didn’t say Oh no! That's not good, would you like me to prescribe you with some medication to help with the pain? this will show the patient that the care worker doesn’t really care about them and are not doing anything to help or comfort them. By saying this, it shows the patient that the care worker is professional, reliable and very caring towards their situations.*

*In a health and social care setting, professional care workers must use effective communication to other workers but most importantly service users. To make sure that care workers do this, the communication cycle is a great guideline to follow and care workers will know that they are communicating effectively. The communication cycle reveals to individuals' steps that must be followed in order to pass on a message and receive it clearly. If the communication is not followed by care workers, it could result in them mis understanding important information.*

**(BTECHSCunit1)**

***Tuckman’s group formation theory***

*Bruce Tuckman was a psychologist who carried out research into the theory of group dynamics. He focused on formal and informal methods of communication in different situations. He called his theories ‘Tuckman’s stages of group development’* ***(Working together 2019) )***. Tuckman thought process was that groups go through stages/ sequences. He came up with 4 stages in his theory.

1) **Forming-** This is where there is guidance and direction as well as little agreements in between individuals. For example, students in the classroom will work independently or start getting to know the people in their environment.

2) **Storming-** This may result in conflict between individuals as there may be disagreements as well as an increased clarity in purpose. For example, a student could have arguments and disagreements with the teacher because they don’t want to get on with the work.

3) **Norming-** This is where individuals start getting back on track and start removing themselves from the storming stage. They take responsibility for themselves as well as their work. For example, a student will stop arguing and causing distractions in a classroom.

4) **Performing-** The individual is on track because they have a purpose and a goal they would like to achieve. For example, the student will get on with tasks the teacher hands them without causing any disruption or conflict. This demonstrates that the student has a clear vision and purpose in life.

**(Team Building Company)**

There are some differences that differ one to one situations and communications in a group situation. In a group situation, formal communication is used between different individuals. Group communications usually involves one voice instead of a few. (Brainmass 2018) . For example, a boss in a company will be communicating to all their employers. Whereas one to one communication is both individuals talking to each other. This demonstrates that both individuals are vocalising their voices instead of just one person doing it. For example, a nurse will be communicating with a patient to see what is up with them or if they need to get them something. There are many groups of practitioners in a health and social care setting that must work together and communicate effectively.

**Nurses on a hospital ward:** They must work together and communicate well when dealing with patients who are located on their ward. This includes doctors communicating with the nurses when they have found a problem or need to see the patients. This gives patients the best support and care in the care setting.

**Behavioural management team:** You find these teams in schools. The teachers will have to communicate together to discuss a student's behavioural progression. By doing this, they can see whether their behaviour is negative or positive. If it is negative, the teachers my need to contact and communicate with the student’s parents to discuss how their child is behaving in school as well as talking about their attitude to others and work.

Safeguarding team: For example a multidisciplinary meeting with a Social worker, health Visitor, GP, Midwife, Paediatric Consultant to discuss concerns regarding a pregnant woman who is a drug addict and there are concerns about the welfare of the bay once it is born. The purpose of the team meeting to discuss and mutually agree any steps/actions that need to be taken by the relevant practitioners to safeguard the new-born baby.

*Care professions need to communicate to their service users in an appropriate way. They also need to communicate effectively when in a health and social care setting. They need to take the individuals age into consideration before communicating with them. For example, if a doctor is dealing with a young child and there is bad news, they will address it to their parents first. If communication between a group of practitioners was not effective, this could result in mis- understanding important information. This could have a negative effect on the patient.*

***Conclusion***

*From the information provided above, it is evident that communication is key to everyone's day to day lives. It is crucially important in a health and social care setting as information must be passed in an effective, clear way. The communication theories must be acknowledged and followed by health and social care professions as they are working with other individuals. It is care workers duty of care to use effective communication to find out information about their service users and ways they can help them.*

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