**BTEC Diploma Health & Social Care**

**Answer Plan Assignment 2 - (P2) A Discussion of the theories of communication**

Task: to produce a report to assist a group of new trainee health and social care workers understand the theories of communication and interpersonal interaction in health and social care settings.

See your assignment front cover for the further details

**Criteria to be covered by this assignment**

**P2. Discuss** theories of communication.

*Discuss = Provide a thoughtful and logical argument to support the case you are making*

**Remember for all of your BTEC Health & Social Care Coursework**

***Self- check: Tick the boxes when you have checked that have completed each task***

* **Font Style**: Comic Sans
* **Header**: Your name, date, unit number and criteria being covered eg Unit1, P1, M1.
* **Bold and underline the title it should be in the centre of the page.**
* **Have you completed all the necessary steps?**
* **Have you fully referenced your work and include a bibliography**
* **Proof read and spell check all of your work before submission for assessment.**
* **Save any work to the hard drive on your computer. Email copies of your work to yourself as an attachment. Backup your work. Remember you have links on Connect to**
* [**Office 365 (Email)**](https://outlook.office365.com/owa/?realm=carmel.ac.uk) **One drive**
* [**Remote desktop**](https://remote.carmel.ac.uk/) **Your College student F drive**

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

**Sub-title: Introduction**

* Produce an introduction to this report – see example below

**Example:**

**Introduction**

Health and social care workers need to understand the theories of communication to enable them to be an effective communicator and to meet their client’s individual needs. Health and social practitioners have to put the theory of communication into practice on a daily basis…….Etc.

**Sub-title: Theories of Communication**

* Explain what is meant by a theory. – see example below

**Example:**

**Theories of Communication**

A theory is a set of ideas that can be used to understand, explain and make predictions about something. Theories of communication provide ways of analysing communication between people and give care practitioners an insight into what works and why…… etc

**Sub-title: The Communication Cycle**

* Describe the ‘Communication Cycle’. Make sure that you include a diagram of the Communication Cycle to illustrate your answer.

**Sub Title: Argyle’s ‘Communication Cycle’ Theory**

* Describe Argyle’s ‘Communication Cycle’ Theory.
* Produce a short one to one case study and transcript (word for word account of a conversation – see example below) of a client and a specific type of care worker communicating in a specific care setting.

**Nurse and patient communicating in an Accident & Emergency care setting.**

**Nurse**: Good morning Mrs.Jones. (smiling) my name is Sue I will be looking after you now the night staff have finished their shift.

**Patient**: Hello Sue. Please call me Rita.

**Nurse**: So you don’t mind me calling you Rita?

P**atient**: Not at all, I much prefer it. I feel really old when you call me Mrs.Jones.

**Nurse:** How are you feeling?

**Patient:** Awful, terrible pain in my back.

Nurse: I am really sorry to hear that. (touching Rita’s hand Looking concerned) I will ask the doctor to prescribe you something for the pain.

* Next with reference to your transcript that you have produced **discuss** in your answer:
* Why it is so important for care worker e.g. nurse to say back to the patient what he/she has understood?
* What might have happened if the nurse hadn’t responded with ‘I am really sorry to hear that, I will ask the doctor to prescribe you something for the pain’?
* How can understanding the communication cycle help care professionals to develop skilled communication?

You might like to also discuss other theories that link to communication in Health and social care here. (*see Rasheed pages 13-14)*

**Sub Title: Tuckman’s group formation theory**

* Describe Tuckman’s group formation theory. Make sure that you cover the 4 stages: Forming, storming, norming and performing.
* Describe the differences between communication in a one-to-one

situation and communication in a group situation.

**Example:**

People often interact and communicate differently in group situations compared with when they are interacting in one-to-one situations. Typically, people are more restrained and formal in group interactions than in one-to-one situations.

* Give examples of the different type of groups of practitioners in different Health & social care settings that need to work together and communicate effectively in a group situation. See the box below for possible examples

Accident & Emergency Setting- the team of Nurses and doctors who work in this setting provide care to meet the individual needs of their patients

Hospital Ward Setting - the team of Nurses and doctors who work in this setting.

Multi-disciplinary team meetings – social worker, teacher, safeguarding officer, school nurse.

Nurses and carers in a nursing home during a ‘shift handover ‘ meeting.

A teachers planning lessons for their reception class with the teaching assistants.

* Why do they need to communicate effectively in these different settings?
* What could happen to the well-being/care of the patient if group communication between health and social care practitioners was ineffective?

**Sub-Title: Conclusion**

* Sum up why it is important to understand communication.

**Example**

It is clear from the examples above that it is very important that health and social care workers understand communication theories ….