**One to One interaction with a colleague in a hospital setting**

**Background information related to my One to One interaction**

My One to One interaction took place in a hospital setting in the cardiology department of Whiston hospital. This formal One to One interaction took place as part of my work placement as this is an opportunity to practise my communication skills in a Health and Social Care related care setting. My One to One assessment took place in the cardiology meeting room at Whiston Hospital with a colleague and another colleague observing what was being said. The date that this took place was on the 9th November 2016 and even though we were supposed to do it either on the third or fourth week of our placement, I preferred to do it on the first because I felt like it was the most suitable time to get someone to perform the interaction with me as I have noticed how busy the department are. I felt like I was familiarised with the setting straight away on the first day this might be because the team were so welcoming and they guided me to what I would be doing and what is expected of me throughout my placement. The reason my one to one took place was to give me a brief introduction on the cardio-respiratory department, ask any questions I had, discuss the aims and expectations of what I want to achieve and what they expect of me, what diagnostic tests they perform and information regarding local policies such as the fire alarm and infection control.

**Preparation for my one to one interaction**

**Awareness of the client’s individual needs and communication preferences**

Before I started the one to one interaction, I took the initiative to find out how my colleagues speak and they all speak English. I respected all the client’s needs that they were telling me about and I responded to the colleague I was talking to by nodding in response and showing empathy. Also, I did get advised how to talk to the colleagues such as I should show respect at all time and make sure I am listening and taking in everything that they said. They told me about keeping things that they said to me confidential and anything that is said of a client or to a client confidential. I did speak to many of the clients and even gave them some advice where I could. I didn’t have any barriers when it came to doing the one to one accept from the medical terminology that was being spoken to me and I couldn’t really understand but my colleagues clarified what they all meant and that made me understand better. The only equipment I brought to the one to one meeting was a pen and a notepad just in case I needed to make any notes about what they were saying.

**Environmental Barriers**

The environment in which my one to one interaction took place was in the cardiology meeting room which was away from the clinic and away from any noises in the clinic. The only noise barrier that I could hear was the various ambulances outside that can be heard as it is a very busy hospital with many ambulances coming in and out. Also, the department of cardiology is above A & E so some sounds from downstairs were reflected upstairs and could be heard in the meeting room slightly. I think that due to the windows being open this caused the noise barrier which did distract me and made it hard to listen. If I would have asked for the windows to have been closed, this barrier may not have happened. The seating in the room was arranged so then we were facing each other on the table as there was three of us. There weren’t many environmental barriers that affected the way I listened and communicated during the one to one interaction accept from the main one being the noise created due to it being a type of setting with a busy environment. The lighting in the room created no barrier and I found the light in the meeting room relaxing so I wasn’t as nervous when talking to my colleagues.

**My use of communication skills during my one to one interaction**

**Non-verbal Communication**

The types of non-verbal communication I used was proximity, appropriate posture, facial expression, eye contact, gestures, tone of voice and touch.

**Proximity:** The skill of proximity used by me was used well because my witness gave me a score of 1 (being excellent) for the use of the skill. This clearly shows that I used the skill in the right way and I wasn’t too close to the other person during the one to one interaction. I used this skill by sitting down on the other side of the table and this was effective because it helped me to keep eye contact with the colleague. This made me interact more with the other person and this helped me to show empathy as well as ask more questions than I usually would have.

**Appropriate Posture:** I used This skill to show how determined I am by sitting up straight in my chair instead of slouching like some people might do so then the colleague new that I was interested in what she was saying and that I was serious about the work placement. If I wouldn’t have sat upright like I did, then this could have left a bad impression on the colleague and therefore I might have not gotten the score of 1 which means I used this skill excellently from the colleague. I should always sit upright and straight with my head up when talking to a colleague or client so then they feel like they have my full attention and that I fully understood what they were saying to me. The way I used an appropriate posture could be the reason my witness written as an extra comment ***“Very professional in the working environment”.***

**Facial Expressions:** This skill was used well by me as seen by the score the colleague gave me which was 1 and this means I was excellent when using this skill. I used this skill during the one to one by always smiling whenever I could so then I come across as being positive and that I would continue this positivity throughout my twelve weeks of work experience. This skill was effectively used because my facial expressions helped to emphasise and show how I feel about what they are saying such as empathy. Next time, I could improve on this skill by trying to be more confident when I am expressing what I am saying so then it comes out more clearly.

**Eye Contact:** I used eye contact always during the one to one interaction so then I could express what I was saying and so then the other person knew that they have my full attention and that I was listening. This was effective during the interaction because the way I gave eye contact showed the other person that I was interested in what she was explaining to me and that I was taking into account what she was saying. Also, it meant that I was showing respect and confidence towards the colleague. To make improvements for next time I would, always keep eye contact when it came to me talking as I noticed that my eyes looked down a few times and this could be due to me having an issue with confidence. The comments I have made about using the skill of eye contact can be seen reflected in the score the witness gave me which was 1 and that meant I was excellent in using the skill.

**Gestures:** I used this skill during the one to one interaction by when I was talking I used my hands to emphasis what I was saying. This was effectively used because it caught the other person’s attention so then they were listening to what I was saying. The way my posture was, also helped me to gesture because I was sat up straight instead of slouching and not making an effort to even listen to the other person. The score I was given for this skill was a 1 (being excellent) with the comment ***“She conducts herself very well”.***

**Tone of voice:** This skill was used throughout the one to one and I used this skill well because I got a score of 1 which means I preformed this skill excellently and this is shown with the comment made ***“Is clear and concise”***. I used this skill effectively by making sure I didn’t shout when talking and didn’t talk too quiet. I talked in a medium and calm tone so then I came across relaxed and patient. I feel like I could improve this skill more next time by sounding more confident when I speak as well as trying to not mumble when I speak which could happen due to nerves.

**Touch:** The skill of touch was not used much during my one to one interaction and this might be due to me being on the other side of the table. If I would have used this skill with a client, then I would have touched their shoulder to comfort them if they become distressed so then they know they are not alone. I should try to develop this skill during my group interaction which I will be doing next.

**Conclusion**

Overall I do think that I used my nonverbal communication effectively because it helped me to gain a score of 1 in every aspect of the nonverbal communication actions that had to be performed and assessed. I feel like I used nonverbal communication appropriately and in the right way that suited the colleague and the witness. I feel like I can improve on the skills I already have and I will improve as I go on in the work placement. I would like to continue doing my nonverbal communication the way I am doing it now so then I can progress further in my work placement.

**Verbal Communication**

**Avoiding jargon:** I did avoid using jargon by using terminology that the other person in the one to one could understand. This is reflected by the score that I received from the witness which was a score of 1 (being excellent) and the comment ***“Appropriate terminology”.*** The use of avoiding jargon was used effectively by me because I was to communicate with the colleague in the correct way and there was no confusion that took place which was related to the use of jargon. I think I could improve on this next time by concentrating on how I shouldn’t use jargon and in what situations I especially shouldn’t use it.

**Avoids slang:** The skill of slang was avoided by me and I managed to sustain formal English throughout the one to one interaction. I know I used this skill correctly because the witness gave me a score of 1 which meant I was excellent in avoiding slang and this can be further supported by the comment *“****Appropriate terminology”.*** If I would have used slang, then the colleague wouldn’t have understood what I was saying as I would have used slang that I am use to hearing from my area that the colleague might have never heard of. To improve on this skill, I should continue to avoid using slang when in a professional environment and when working.

**Clear Speech:** I used the skill of clear speech throughout my one to one interaction. I believe this was used well because the witness gave me a score of 1 followed by the comment ***“All verbal communication was excellent and a very positive attitude in communication”.***If I continue to use this skill effectively as I have already done, then I should be able to communicate and gain more confidence with the colleagues’ I am working with as well as the clients that I will be seeing. I can improve on this skill by making sure I don’t mumble or talk quiet as well as making sure I don’t rush what I am saying.

**Conclusion**

Overall, I do think that I used verbal communication in the correct way because I got the highest score of 1 on all the aspects that come with verbal communication. I used verbal communication effectively because I could give the colleague information on why I was doing the placement as well as answering and questions they had and asking them questions that I had. I can improve on all the skills that come with verbal communication and I feel like the people I meet during my work placement will help me to do this.

**Listening Skills**

**Using reflective listening:** Paraphrasing was used throughout the one to one interaction so then I could understand what they were saying more and so then I could remember what they said. I did reflect on what was said and I even written some of what was said in the one to one in my reflection journal which can be evidence of my listening and reflective skills. The advice that I was given on how I should conduct myself and keep everything confidential is just one of many things that I have reflected on since my one to one. Also, an example of my reflective listening skill being effective is the advice I was given about infection control, I have followed all the rules regarding this such as having my hair tied back, not wearing any nail varnish and wearing the scrubs that have been provided with no clothes underneath. This made my interaction with the colleague easier because if they knew that I was listening and paying attention then they would continue explaining things to me such as she would ask me a question regarding something that she said and the answer I gave reflected on how well I used my reflective listening skill. From this, I got a score of 1 (being excellent) with the comment from the witness ***“Jessica listened and understood what is expected in the work place”.*** I think I used the reflective listening skill as I know I am a reflective thinker so this is one of my strongest skills.

**Having an appropriate attitude and valuing the other person:** I used this skill by having a positive attitude as soon as I got into the hospital and keeping that positive attitude throughout the one to one interaction. I shall keep this positive attitude until the end of my work placement and by me keeping a positive attitude it should reflect on the work I do. I valued what the other person was saying during the one to one interaction and I made sure I took the time to use my reflective listening and thinking skills so then I can further understand what the colleague was saying. I respected what the other person was saying such as I must keep the confidentiality of what is said and I must keep to the rules of infection control. The way I conducted myself enhanced the interaction and helped me to understand what the other person was saying. I can improve on this skill by applying it when I am talking and listening to clients who come into the cardiology department and I should treat them all the same. My performance for this skill being performed well has been supported by the witness giving me a score of 1 which means I was excellent along with the comment ***“Her attitude towards the job and helping others is excellent”.***

**A willingness to build an understanding of the other person’s views/turn talking:**

I feel like I used this skill well by respecting and listening to what the other person was saying as well as using verbal and nonverbal communication skills to help me with this. I used this skill effectively by respecting and valuing what the other person’s view was on what I must do and abided by if I am to work in cardiology and in return I got the same respect when I was asking the colleague questions. This affected the quality of my one to one interaction by improving the way we communicated by using the communication cycle and I will be using this skill throughout my work placement. Next time I use this skill, I will be more confident with asking questions and giving my view to the colleague or the client. By building an understanding of the other person’s views I will be building a relationship with them which would then increase trust between me and the other person. The way I did this skill well was reflected by the score I received of 1 which means I performed excellent in this skill and this is further supported by the comment ***“Jessica listened and understood what is expected in the work place”.***

**Encouragement**

**Open questioning:** I did use this skill throughout the one to one interaction by asking questions whenever I didn’t understand what they were saying and asking them questions about their job such as how long have they worked in cardiology or how long did it take them to become who they are today etc. I gave the other person my full attention to their views and with that I respected what they said even if I didn’t agree with some of the things that they were saying. I think that this skill was used effectively because I got a score of 1 (being excellent) along with the comment ***“Appropriate questions were asked for a clear understand”.*** This skill can be improved next time by not holding back on questions that I want to ask as I noticed I did on a few during the one to one interaction which is due to having low confidence.

**Warm and Respectful:** I believe I was warm and respectful all throughout my one to one interaction and I shall continue to be this way throughout my work placement. I used this skill by letting the colleague talk and not interrupting as well as only talking when I knew they had stopped. I respected what they were saying by showing empathy where necessary and giving my opinion on things. This affected the quality of my interaction by giving me a chance to show to the colleague and the witness that I am a respectful, unjudgmental and warm person who only wants to benefit others and help others in any way I can. To make improvements to this skill next time I would be more confident with everything I do to ensure I am being warm and empathetic with whatever it is I am doing. This has been supported by me getting the score of 1 in this skill which means I was excellent as well as the comments ***“Her attitude towards helping others is excellent” and “On first impression of meeting Jessica is a lovely young lady”.***

**Appropriate communication for the occasion**

**Using correct level of formality:** This skill was used throughout the one to one interaction and by using this skill I improved the quality of my interaction by using formality towards the colleague which showed I respected them as well as the witness. This would give the impression on the witness and the colleague that I show respect to everyone which I do and I like to practise doing this daily. I didn’t use any slang during my interaction as this would disturb my formality and possibly even be a barrier. The formality I used was one that the people in the meeting room could understand and one that came across as calm. If I wouldn’t have used a correct level of formality, then this would have prevented me from developing a relationship with the colleague as well as the rest of the cardiology team. I should improve this skill by maintaining the level of formality I have in the professional environment o then it makes me look more professional and even sensible as many people who are informal can make a bad impression on the cardiology team. I know I used this skill ell because I got a score of 1 which is excellent from the witness.

**Using appropriate language:** The use of appropriate language was used throughout the one to one interaction and I think I used it well because I got a score of 1 (being excellent) as well as the comment *“****Appropriate terminology”***. I used appropriate language by making sure I chose my words carefully and didn’t offend the other person if I disagreed with what they said. By me using appropriate language through the one to one interaction, it made the quality throughout good because I was getting the same appropriate language back. Also, the language I used helped to display the respect I have towards the other person and how I respect everyone in the same way. I could improve on this next time by continuing to do what I am doing and practise the language that I use by finding out and learning new language that would be appropriate for the setting I am in which is a hospital.

**Calm and respectful:** I was calm and respectful throughout the one to one interaction as I am daily. If I am calm and respectful, then I will get the information I need and I should be able to help people more with this type of attitude as well as being positive. I respected what they were saying to me and the information they gave me on certain clients was respected by me. Also, I respected their views on things such as infection control is essential for the hospital and is taken very seriously. I stayed calm when the colleague told me sensitive information and I also respected it. This improved my quality of interaction by improving the relationship I have with the colleague and it reassured the colleague that I would be sensible while on work placement in the cardiology department as some clients have serious conditions. I can improve on this skill by always using it while in work placement and out of work placement. I know I used this skill well because I got a score of 1 which means I was excellent as well as the comment ***“Jessica’s attitude and the way she conducts herself is fantastic”***.

**Maintaining confidentiality and privacy:** I maintained confidentiality and privacy throughout the one to one interaction and I shall use this skill throughout my work placement because it is essential that confidentiality is sustained while working in the NHS. I maintained confidentially by not giving out any information that was said during the one to one interaction as there were a few clients discussed within the interaction and by giving the client and colleague the confidentiality they deserve, I am showing respect and giving them the dignity they deserve. This increased the quality of my one to one interaction by reassuring the colleague that I can keep everything confidential and not give any information out to anyone as that would be me disrespecting not only the client but the NHS trust and I would be breaking one of the legislations. I can improve on this by not mentioning any of the client’s names, keeping information discussed in the clinic confidential and not telling anyone on the outside what information I have received regarding a client. I did well in this skill because I achieved a score of 1 which is the highest and it means I was excellent in sustaining confidentiality and privacy as well as the comment ***“Jessica was informed about local and national trust policies regarding privacy and confidentiality. Jess was very attentive and understands the importance”***.

**Removal of physical barriers (assertiveness used):** I didn’t find there to be many physical barriers accept from the noise that was coming from below the meeting room due to A & E and the noise outside due to ambulances coming into A & E. Also, I didn’t need to use any assertive skills during this one to one interaction and I felt like the interaction went smoothly. The noise outside was only thing that distracted me so I should have asked for the windows to be closed so then I could concentrate more but I was hot so the windows needed to be open. This affected the quality of my one to one interaction by it making me distracted from what the colleague was saying several times but I managed to sustain concentrating during the interaction. Next time, I would make sure that there are no physical barriers that could prevent my interaction with someone.

**Conclusion**

To conclude my one to one interaction, I feel like it was effective overall after reflecting and evaluating the effectiveness of my interaction. This is validated by my work placement observers report. I feel like my main strengths during the one to one interaction was the way I understood everything that was being said to the best of my ability and how I respected as well as didn’t judge what was being said about clients and the policies of the NHS. Another strength I feel like I had was being empathetic towards everything that was being said as it is in my personality to be empathetic which will benefit my time on work placement in Whiston hospital. I got a score of 1 in everything and I am proud that I achieved them scores as it boosts my confidence knowing I am doing the right thing for the benefit of others. Another strength I had was having an appropriate attitude as well as being respectful and calm. These strengths will help me to progress and understand more about what it is like to work in the NHS especially in the cardiology department.

On the other hand, I do feel like I need to develop in a few areas like my eye contact as I am not very confident and do suffer from anxiety so making eye contact during conversation can be a hard task for me however, I did make lots of eye contact throughout the one to one interaction as it would have been rude of me not to. Another area I think I could improve in is asking more questions. I think I could improve in this by being more confident in asking questions and to not hold back like I have noticed I have been. As I go along in my work placement, I should be able to improve on these areas and others as well as areas that I have a lot of strength in.

All the skills I have can be improved on. They can be improved on by watching television series that are on the subject of health and social care such as casualty and holby city which can help me to understand more how I should talk to clients and colleagues. Also, another thing I can do to improve on these skills are things like reading health and social care books as well as asking the colleagues questions on what the most appropriate way is to act around people who come into the cardiology department etc.