**BTEC Unit 1: Developing Effective Communication in Health & Social Care**

**Assignment 4.1 – One to one interaction P5, M3 D2**

This a report reflecting upon your one to one interaction in which you will assess and evaluate your performance.

In order to be able to write this report you need to have undertaken your interaction in placement and have the following completed documents

 1. Witness statement completed and signed by your work placement interaction observer

2. Your observer’s evaluation table of your one to one interaction.

3. Your own completed self- reflection documents

***These documents will need to be scanned and uploaded when you submit your work. You will also need to submit your work placement booklet P5 – One to One interaction***

**Criteria to be covered by this assignment**

**P5 – Participate in a one to one interaction in a health & Social care context.**

Your placement paper work is your evidence for this – see above.

**M3 - Assess your use** **of communication and interpersonal skills** in your one to one interaction. You must use your one to one interaction self-reflection notes and the feedback from your work placement observer to help you to do this. You will ***use examples from your one to one interaction sheets,*** bringing together different aspects to form a realistic assessment of your own skills

**D2 - Evaluate factors that influenced the** **effectiveness** of your one to one interaction. You must use your one to one interaction transcript, self-reflection notes and the feedback from your work placement observer to help you to do this. You will evaluate a range of ***positive and negative factors*** that influenced the outcomes of your one to one interaction

**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**

**Very important: Remember that throughout your one to interaction assessment/evaluation write-up, you should not name your client to maintain client anonymity and confidentiality.**

1: Main Title(see example below)

**One to One interaction with a child aged 2-3 year in a day nursery setting**

2: Subtitle**: Background information related to my One to One interaction**

Produce an introductory paragraph setting the scene to your one to one interaction. Make sure that you include the following key information:

* That your formal one to one interaction took place on your work placement as this an opportunity to practise my communication skills in a Health and Social Care related care setting.
* The type of client that your assessed one to one formal interaction took place with for e.g. a 2-3 year old child, elderly resident etc and identify the type of care setting it took place in eg day nursery, Residential care home etc.
* Next identify the date that your interaction took place.
* Explain that you decided to do this a few weeks into your placement to give yourself time to familiarise yourself with the care setting, staff and client group---eg children, elderly residents etc.
* Explain the purpose of your one to one interaction. - In other words the reasons why your one to one interaction took place.

3 Subtitle: **Preparation for my one to one interaction**

4 Subtitle: **Awareness of the client’s individual needs and communication preferences,**

Did you find out about your client’s individualcommunication and language needs and preferences in preparation for your one to one interaction? eg language, British Sign Language, Makaton, Braille, the use of signs, symbols, pictures and writing. How did you find out about their needs? eg speaking to the nursery manger, care home manager; reading the child’s/elderly client’s individual care plan. How did having access to this information prior to your one to one interaction help/assist with the effectiveness of your one to one interaction?

If you didn’t find out about your client’s needs how did it affect your interaction? Did it cause barriers to communication with your client? What would you do next time to rectify this? (put it right)

How did you plan to meet your client’s preferred method of communication? eg written, oral, music and drama, arts and crafts, Link this to the purpose of your interaction eg undertaking a creative activity with the child in the nursery –painting. Asking for advice about how best to communicate with the child/elderly resident? What prior planning did you do? What equipment did you need?

5 Subtitle: **Environmental Barriers**

How did you prepare the environment where your one to one interaction took place to overcome any potential barriers to communication? What did you do? Did you do this effectively? If so how? why? If you didn’t consider potential barriers effectively, why not? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

6 Subtitle: **My use of communication skills during my one to one interaction**

**For each of the headings below -** you need to consider the following -Did you use the skill effectively? If so, how? Why? If not, why not? How could you specifically improve next time? What affected your communication? For example nerves, inexperience the environment. Example: I felt that I used eye contact with child A very effectively as I gave eye contact lasting a few seconds and this also showed the child I was listening to her. This is backed up by my observer’s comments as he said ***’you used eye contact with the child very effectively’. My observer scored 1 (being excellent) for my use of my eye contact***

7 Subtitle: **Non-verbal Communication.**

**Proximity:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Appropriate Posture:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Facial Expression**: How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Eye contact:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Gestures:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Tone of voice:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Touch:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

Do you think overall your nonverbal communication was effective? Why/ why not?

8 Subtitle: **Verbal communication**

Do you think your verbal communication was effective? Why/why not?

**Avoiding jargon:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Avoiding slang:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Clear speech:** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

9 Subtitle: **Listening skills**

**Using reflective listening.** Did I use paraphrasing? Did I reflect back? Did I summarise? How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**Having an appropriate attitude & valuing the other person.** Tell me how you did this. What skills did you use? Did you use these skills effectively/not effectively? How did this help? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

**A willingness to build an understanding of the other person’s views /Turn taking.** How did you use this skill? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements? *Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

10 Subtitle: **Encouragement**

Did I use Open questions? *Give examples of open questions that you used.*

Did I give full attention to the other person and their views? How? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

Was I warm & respectful? How? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

Was I empathetic? How? Effectively/not effectively? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

*Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

11: Subtitle **Appropriate Communication for the occasion**

Using correct level of formality? How? Why? If not why not? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

Using appropriate language? How? Why? If not why not? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

Calm and respectful? How? Why? If not why not? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

Maintaining confidentiality? How? Why? If not why not? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

Did you have to use skills of assertiveness? Did you use assertiveness skills appropriately? How? Why? If not why not? For eg if a child in the nursery started to behave inappropriately during your one to one interaction, became distracted by another child? How did this affect the quality of your interaction? What would you do differently next time to make improvements?

*Use quotes and rating scales from your observation feedback sheet from your work placement supervisor to back up what you are saying. This also shows you are writing in a non-biased way. You may wish to put these quotes in bold and italics so that they stand out. Don’t forget to put the quotes in speech marks.*

12 Subtitle: **Conclusion**

So in reflecting back and evaluating the effectiveness of my interaction I feel on the whole it was effective. This is validated by my work placement observers report

* My main strengths were: You will need to identify these here.
* My main areas for development are: You will need to identify these here.
* Ways to help me to develop my skills: Provide specific strategies (ways) that you will develop your weaker skills for eg. I will watch more H & Sc related documentaries, I will practice ………….