

# Communication



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Introduction.

Douglas Bank is a home for young adults with severe learning disabilities. Good communication is important for the service users because it's easy to understand the people they are talking and to make instructions clear to help the young people and helps everyone to gain respect.

Good communication is important for the staff because

There are many different ways of communicating.

- One to one communication is when one person is communicating with another person with no other people.
- Group communication is when a group normally more than two people are sitting talking about the same topic.



### Verbal Communication.

Verbal communication is what we say which is the spoken word this overall is very effective communication to explain clearly. It is also sharing of information between individuals by using speech.

Selecting the right type of language is important; we use different types of language for different situations.

**Formal language** - This is language we use most of the time in important conventions for example when a doctor is speaking with their patients. One of the advantages of formal is it sounds good and people can understand you. A disadvantage of it if you speak too formally people might not know what you mean.

**Informal language**- This is the opposite of formal and is more used by people talking to their friends, the use of informal language in young people helps them to feel comfortable when they are talking to their friends.

### Communication between staff and our residents.

An example of when formal language might be used in a one to one situation between a member of staff and one of the residents of the home is when the staff is talking to the resident about something which is about them.

An advantage of using formal language in this situation is it sounds good and people can understand you.

However, a disadvantage of using formal language in this situation is of it if you speak too formally people might not know what you mean.

An example of when informal language might be used in a one to one situation between a member of staff and one of the residents of the home is when they are just having a conversation.

An advantage of using informal language in this situation is it sounds like you just having a normal conversation with someone and it shows empathy.

However, a disadvantage of this is if you use informal communication in a serious conversation people who you are talking to might feel uncomfortable.

### Communication amongst staff.

An example of when it is best to use formal language in a one to one situation between two members of staff is when they are talking about someone who is in the care home.

An advantage of using formal language in this situation is it is easy to understand.

Clear speech is when you pronounce your words correctly and when you sound the ends of your words. This is important because you can understand whoever you are talking too and they can understand you.

Slang is informal words and phrases which are not found in a dictionary but it is what is often used among groups of friends, it is not usually used in professional situations. We should not use it with our service users because they might be affected by it.

Dialect is words and their pronunciation that people use in particular areas. The accent and words that people use that help you to tell which part of the country they are from.

Jargon is technical words used by a particular profession or group that are hard for others to understand. An example of this "The nurse will do your obs and then you can have a CAT scan".

Age-appropriate language is when we speak to people it is very important that we use language that they will understand, which means using long and complicated words with children will confuse them so you will have to try and talk to them in a way they will understand.

Pace, tone and pitch can be used to put across the message of how we feel in certain situations, we will talk faster if we are worried or upset. An advantage of changing the pace, tone and pitch of what you are saying with the young adults in our care is.... However, a disadvantage could be that.....

As well as talking to our service users it is important that we listen to them. Active listening skills are when you can listen to someone and they can listen to you.

### Non-verbal communication.

Non-verbal communication, or body language, is the message we send out to express ideas and opinions without talking.

It is important that staff understand the body language of our residents because it is easy to understand them. It is also important that staff understand their own body language because if the person in the home is talking to them it is important for the staff to show the correct body language.

Non-verbal communication includes:

**Posture**- This is the way in which we sit, stand and move which can send a message, an example is shaking your head means that you disagree with what someone is saying. When you sit facing the person you are talking to, with your arms unfolded and a smile on your face shows a positive response.

**Facial expressions**- It is important that our facial expressions match the mood of the conversation. For example it would be inappropriate to smile when someone is talking about something sad.

**Eye contact**- This is very important as we can often tell what someone is feeling by their eyes. Eye contact is also important in keeping a conversation going and for judging the other person's response.

**Appropriate use of touch and personal space** - This is touching another person or moving into their personal space can send messages of care and affection. Some people are not comfortable with this and might find it threatening.

An advantage of using touch when communicating with service users who have severe learning disabilities is if you the person can't speak it's better for them to touch.

**Gestures**- A gesture is when we use movement to express ourselves, e.g. shrugging our shoulders or using hand movements when we talk. Some gestures that we use may not be acceptable e.g. `thumbs up` in the Middle East is one of the biggest insults.

**Non-threatening use of body language**- it is important not to give a negative message through the use of are body. For example turning away and folding your arms portrays a negative feeling of boredom or lack of interest.

**Personal space**- Personal space is different, if a person backs away from you when you are speaking to them, don't try and close the gap as it will make them feel uncomfortable. If you need to get close to someone always ask for permission.

#### Alternative forms of communication .

Write a sentence saying that some of the residents in the home have needs that mean we have to use alternative forms of communication.

**Braille**- Braille is used by many people who are blind so that they can read and write. When you see Braille on anything it is made up of 6 dots which are arranged in a rectangle, the dots are raised in any of the six points so that the person who is use Braille can read.

#### The Braille Alphabet

⠁	⠃	⠉	⠇	⠋	⠊	⠌	⠍	⠎	⠐	⠑	⠒	⠓	⠔	⠕	⠖	⠗	⠘	⠙	⠚
a	b	c	d	e	f	g	h	i	j										
⠅	⠆	⠈	⠎	⠏	⠑	⠒	⠓	⠔	⠕	⠖	⠗	⠘	⠙	⠚	⠛	⠜	⠝	⠞	⠟
k	l	m	n	o	p	q	r	s	t										
⠠	⠡	⠢	⠣	⠤	⠥	⠦	⠧	⠨	⠩	⠪	⠫	⠬	⠭	⠮	⠯	⠰	⠱	⠲	⠳
u	v	w	x	y	z														

**Braille software**- This creates Braille and comes in a wide range of package, including programmes for maths and music.

**British Sign Language**- This uses the hands, arm, body and facial expressions to create visual signs. Sign language is used by people who are deaf or hard of hearing, their family and friends often use it too.

**Finger spelling**- This is where letters and sometimes numbers are represented by tracing shapes in the air or on a hand. American and Irish sign language uses one hand whereas British Sign Language uses two.

**Text messaging**- Text messaging can be used by people who are deaf can use mobile phones to text, the vibrate function lets the person know when they have a message.

Interpreters are people who communicate meaning from one language to another, For example they may be present when someone who does not speak English is seeing a consultant to help them understand what is being said.

Translators are people who change recorded material from one language to another, for example they may translate an information leaflet into another language.

Objects of reference are pictures of objects around the room with different objects on them and the person can point to what object they won't.

**Bliss symbols-** These are used for people who have severe speech disabilities. This system uses concepts rather than words. Bliss symbols are aimed to create a language that could be used anywhere in the world.

**Makaton-**This is a system for developing language that uses signs and symbols to help people with learning difficulties to communicate and to develop their language skills.

There are also technological aids to help people communicate. An example of a technological aid to communication are hearing aids, computers electronic aids that turn movements into writing or speech, for example the method used by Stephen Hawking.

**Pictures-** Pictures can be used with people who are not able to speak or use a language. Many people with autism for example people can use picture card to ask for what they want.

Advocates are people who speak on behalf of someone else, sometimes people who have learning difficulties or speech difficulties benefit from having an advocate to help them to communicate.

Braille is a great way for people who have visual impairments to read and write. It works by when the person who is reading it moves their finger over the raised dots to read the sentence. An advantage of Braille is it's relatively easily learned, read, and written. Another one is it adapts to technology. Braille also has its falls like it cannot be read by a sighted person who has not learned it and errors cannot be erased.

British Sign Language is used by people who have a problem with their hearing it is used by them using their hands, arm, body and facial expressions to create visual signs. An advantage of sign language is there are a lot of opportunities for them to do what people who haven't got hearing problems do for example watch the TV; people with hearing can watch the TV because the person on the side of the TV is signing what's going in that program on. A disadvantage is it is very hard to learn and it takes a while to learn as well.