

Unit R022 – Communicating and working with individuals in health, social care and early years settings

Communicating well

Instructions and answers for Teachers

These instructions should accompany the OCR resource 'Communicating well', which supports Cambridge Nationals in Health and Social Care Level 1/2 Unit R022 – Communicating and working with individuals in health, social care and early years settings



Associated Files:
Communicating well

Expected Duration:
Task 1 - 15 minutes
Task 2 - 30 minutes
Task 3 - 60 minutes

Having good communication skills are especially important when working with vulnerable people in a variety of health and social care settings. Therefore, it is very important that you develop a thorough understanding of these skills and practice implementing them.

Task 1

Find the six skills in the word search below.



Words to find: body language, clarity, empathy, gestures, pace, tone

Task 2

Are the skills you have found in the word search, Non-Verbal or Verbal skills? Write each skill in the correct column in the table below.

Non-Verbal Skills	Verbal Skills
Body language	Clarity
Gestures	Tone
	Pace
	Empathy

List any other skills that you can think of in the table below.

Non-Verbal Skills	Verbal Skills
Facial expressions	Para verbal skills (the different stresses placed on specific words can give different meanings to the same sentence)

Task 3

In the table below, write a definition of each of the skills that you have found and give an example of how and why they could be used in a range of health and social care settings below;

Verbal Skills	Define	How & Why
Clarity	This means ensuring that one is clear when communicating. This means ensuring that the recipients can see, hear and understand the message that is being conveyed.	This could be used in a doctor's surgery in order to ensure the patient understands his/her condition. For example, in order to ensure clarity the doctor may give the patient an information sheet to read through to ensure that he/she understands his/her condition.
Tone	This refers to a sound that could be of a particular quality or pitch.	A nursery school teacher may use varying tones dependent on the circumstances. For example, he/she may use a sharp tone to stop children from behaving in a particular way. In contrast she may use a more calm tone when talking to a parent.
Pace	Pace refers to the speed at which a person may communicate.	Doctors who work in a hospital's Accident & Emergency may use a faster pace to speak than those who work in a general practice. This maybe because doctors who work in A&E are faced with emergency situations more frequently than those within general practice.
Empathy	This refers to the power of understanding and imaginatively entering into another person's feeling.	Health visitors may use empathy to encourage their patients to 'open up' to them in order to build a bond with them. This will then help them to build a relationship with their patient and support them more effectively.
Para verbal Skills	Para verbal refers to tone, stresses on specific words, volume, and rate of speech. This is distinct from non-verbal skills, because you can sound angry but have non-verbal behavior that suggests that you are happy.	This could be used by care practitioners with their elderly patients. They may consider all four skills and act appropriately when conveying meaning and ensuring understanding from their clients.

Non- Verbal Skills	Define	How & Why
Body Language	This is a non-verbal way of imparting information by means of conscious or subconscious bodily gestures, posture, etc.	Body language could be used to convey concern amongst practitioners within a setting. For example, a doctor may reassure a patient about their illness by sitting close to them and offering their hand to hold.
Gestures	This is a series of movements to emphasise speech or help express thoughts.	A nursery teacher may use gestures during a lesson to control the behaviour of his/her children. For example, if the teacher places her finger on her mouth, this may indicate to the children that it is time to be quiet.
Facial Expressions	This refers to the feelings expressed on a persons face.	Nurses may use facial expressions to convey concern and empathy when working with individuals who have been admitted to hospital.



These activities offer an opportunity for English skills development.