

Course Information Sheet

Communication: Supporting Individuals

Course Code	AOC17061-B-HR-NZ	Course Series	Activities of Daily Living
Learning Pathway	Fundamental		

Course Description Effective communication supports the person to communicate with staff, family, and friends in a meaningful way. This course explores strategies to help encourage positive and effective communication that promotes quality, person-centred care.

Communication is not 'one size fits all' and the people we support may have a variety of communication needs. Using case scenarios, this course helps staff to identify potential barriers to effective communication and explores strategies to support the communication needs of each individual we care for.

Subjects covered include Effective Communication – Assessing Communication Needs – Ineffective Communication – Verbal Communication – Non-verbal Communication – Written Communication – Assisted Communication – Sensory Impairment – Cognitive Impairment – Personalised Care Plan – Personalised Communication Strategies

Target Audience All Staff

Learning Outcomes

After viewing this course, participants should be able to:

- Discuss the importance of effective communication for the delivery of safe, quality care and support
- Identify potential barriers to effective communication when caring for individuals with a variety of communication needs
- Recognise the importance of adapting communication approaches and identify key strategies to support individual communication needs

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Did You Know?

- There are four main forms of communication: verbal, non-verbal, written, and assisted. The people we support may use a combination of these communication methods.
 - Effective communication is essential for delivering high quality, personalised care and support.
 - Ineffective communication can be costly to healthcare organisations and may lead to errors in care, the provision of inappropriate care and can even have legal ramifications.
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Subject Matter Expert

Dr Karen Watson is a lecturer with the University of Technology, Sydney, where she coordinates and teaches aged care. She is a registered nurse and academic, focused on promoting evidenced-based care for older people and support to their carers in a variety of health settings.

Key Definitions

Communication	This is defined as 'a two-way interaction where information, meanings and feelings are shared both verbally and non-verbally.' ¹
Verbal communication	This is the use of speech, and can be direct and face-to-face, or via phone or video. Verbal communication involves the spoken word, as well as the tone of one's voice and sounds made.
Non-verbal communication	This involves non-speaking, visual forms of communication, such as facial expressions, eye contact, position, gestures and the use of sign language.
Written communication	This relies on the older person being able to read (being literate), understanding the text and having adequate vision or the ability to wear reading glasses.
Assisted communication	This uses technology to replace spoken or written forms of communication. These are known as aided forms of Augmentative and Assistive Communication (AAC).

¹ <https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/Standard-6.pdf>

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Resources to Support Your Learning

[Engaging with people with complex communication needs](#)

[Communication skills in social care](#)

Active Learning Hours

This course and the accompanying assessment may require up to three hours of active learning. It is the learner's responsibility to calculate how many hours of active learning have taken place. The course viewed must be relevant to the care worker or nurse's context of practice for it to be considered continuing professional development. Certificates are available from your coordinator.

DISCLAIMER:

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