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Titolo	Effective communication : a workbook for social care workers // Suzan Collins
Pubbl/distr/stampa	London, : Jessica Kingsley, 2009
ISBN	1-282-29737-6 9786612297373 1-84642-932-3
Edizione	[1st ed.]
Descrizione fisica	1 online resource (111 p.)
Collana	Knowledge and Skills for Social Care Workers
Disciplina	362.4
Soggetti	Communication in services for people with disabilities Confidential communications Interpersonal communication People with disabilities - Care People with disabilities - Means of communication
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	FRONT COVER; Effective Communication: A Workbook for Social Care Workers; Acknowledgement; Contents; Introduction; Why We Need to be Able to Communicate; Communication within your Team, Families and Outside Agencies; Capacity to Make a Decision; Communicating with an Individual; Communication Profile or Communication Passport; Problems in Communication; The Different Ways We Communicate; Providing Opportunities to Communicate; Communication Cycle; Listening Skills; Factors Affecting Communication; Visual Reminders; Stimulation; Feelings, Emotions and Relationships; Objects of Reference Using Photographs Alternative Ways of Communicating; Making Choices; Personal Space; Body Language; Supporting Various Kinds of Service Users; Sensitive and Complex Issues; Human Growth and Development; Recording and Reporting; Confidentiality Within; Data Protection Act 1998; Access of Health Records Act 1990; Self-Assessment Tool; Certificate; Knowledge Specification Chart; Legislation and Useful Websites; References; BACK COVER
Sommario/riassunto	Supporting people with a variety of difficulties including hearing loss,

impaired speech, visual impairment, dementia and learning disabilities requires a range of communication skills. This book will provide workers with the ability to enable adults with limited or no verbal communication skills to make decisions, and to express themselves.

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