Principles of Communication

CPD Approved

When working in the adult social care sector, communicating is essential to develop your understanding of a service user's needs, so you can provide them with the support they require.

If the information exchanged is inaccurate or misleading, mistakes can be made which can result in ineffective care and a negative view of the service. Professionals will form many different relationships in their work. Some will be formal and others more informal.

Whoever you are communicating with and whatever the method you use it is essential that you make sure your communication is appropriate and effective.

This course covers some of the different ways of communication, how to identify barriers to communication and how to reduce these, making sure the person you are communicating with understands what you are communicating, how to get help with communication issues and much more.

Course	Module Number	Module Name	Pass % Required
Principles of Communication	1	Reasons People Communicate	70
Principles of Communication	2	Ways of Communicating	70
Principles of Communication	3	Identifying Communication Barriers	70
Principles of Communication	4	Reducing Communication Barriers	70
Principles of Communication	5	Checking Understanding	70
Principles of Communication	6	Getting Help With Communication Issues	70
Principles of Communication	7	Confidentiality	70

Recommended System Requirements
• Browser: Up to date web browser
• Video: Up to date video drivers
• Memory: 1Gb+ RAM
• Download Speed: Broadband (3Mb+)

Duration: 75 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions*).