



Course Title: Positive Communication

Length: 3 hours

Learning Outcomes

- Describe barriers to communication
- Discuss what motivates people to communicate
- Understand the role of touch within communication
- Suggest ways of working that improve communication channels with the people you support
- Explain how Intensive Interaction might be used
- Understanding the importance of record keeping

All courses include handouts and certificates.

Links to Common Induction Standards 1: Role of the health and social care workers and 3: Communicate effectively

Links to QCF Diploma Level 2 HSC 028: Handling information in health and social care settings. Learning outcomes 1-3

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