



## Effective Communication

This means that you are being heard and listened to.

It is also really important when trying to establish and maintain relationships with other staff or who you're caring for.

It is also a process that involves listening, questioning, responding and understanding.

At the end of the session training participants will:

- Describe the importance of effective communication at work
- Explain how to meet the communication and language needs, wishes and preferences of individuals
- Explain how to promote effective communication
- Describe the principles and practices relating to confidentiality
- Explain the importance of handling information correctly.

