

## Learning Outcomes

*Delegates will:*

- *Be able to recognise different forms of communication.*
- *Understand the principles of effective speaking and listening*
- *Understand the techniques for encouraging good communications.*
- *Recognise the principles of good practise.*
- *Will learn to examine their own communication skills*
- *Will learn the principles of effective written communications.*
- *Will have hands on experience of completing reports / forms commonly used in the Health & Social Care Sector*

*This half day course can be conducted at your premises for a maximum of 20 candidates.*



## Aims & Objectives

*This course aims to equip staff with the necessary skills to communicate effectively with those in their care and to enable them to create clear, accurate and concise written reports when necessary.*

*The course will stimulate discussion and inspire ideas to enable delegates to analyse their own body language, listening / speaking ability and ensure they are correctly interpreting the needs of individuals in their care.*

**Ashtree Management Services Ltd**

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# Communication & Report Writing in Health & Social Care

**Ashtree Management Services Ltd**



*Effective & Enjoyable Training*

**0800 9700 132**

## Communications & Report Writing

*Communicating with others is one of the most basic actions which we all perform every day.*

*We need to communicate in order to form relationships with other people and this can take many forms; Speaking, body language, facial expressions and written.*



*However, the quality of your communication skills can make a huge difference to the success of any relationship, business and to the effective exchange of information.*

*Good communication is also about good listening and being able to interpret other people's body language.*

## Course Content

*The course covers the following topics:*

- *Legislation*
- *Effective speaking*
- *Effective listening*
- *Encouraging good communication*
- *Keys to Good Practise*
- *Barriers to good communications*
- *Written communications*
- *Report writing exercises*
- *Personal communication skills*

*The course contains group exercises where carers are encouraged to discuss situations and environments where effective communications can be difficult.*

*They are encouraged to develop strategies to improve the communication process.*



## Course Instructors

*Our instructors are registered CIEH and where necessary HSE registered trainers and have extensive experience in their field.*

*Numbers on the course are limited to a maximum of 20 candidates to allow for group exercises and discussions.*

*Course handouts are provided and the attendance certificates detail the course content for NVQ Health & Social Care Level 2 & 3.*

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