



Effective Communication Skills

Our Effective Communication Skills course covers various communication types and their barriers, as well as strategies for promoting effective communication whilst maintaining confidentiality.

Guided by our experienced training team, learners will explore methods of communication with individuals with dementia and those with learning difficulties. You will examine both verbal and non-verbal communication as well as aids and technologies such as signing, picture cards, singing and more, and enhance your skills in fostering meaningful connections and delivering compassionate, person-centred care.

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Learning Outcomes

- Explain the importance of effective communication at work
- Understand how to meet the communication and language needs, wishes and preferences of individuals
- Know how to promote effective communication
- Describe the principles and practices relating to confidentiality
- Use appropriate verbal and non-verbal communication
- Utilise appropriate communication aids/technologies as required

Course Content

- **Module 1:** The importance of Communication
- **Module 2:** The different types of Communication
- **Module 3:** How Communication can affect our relationships
- **Module 4:** How Dementia or a learning disability can affect the way a person communicates with you
- **Module 5:** Barriers to Communication