3.3 Monitor the individual’s responses during and after the interaction to check the effectiveness of communication.

Monitoring an individual’s communication cues (non-verbal signals used with or without speech to indicate the individual’s thoughts and feelings) and exercising effective listening, you will be able to determine if the individual has understood the communication. By asking closed questions you will be able to confirm that they have understood what has been said. Also by asking the individual to repeat what you have discussed you will be able to confirm their understanding.

3.4 Adapt own practice to improve communication with the individual.

Adapting own practice to improve communication with the individual allows you to support them better. You can adapt own practice by:

- Using closed questions to obtain yes or no answers.
- Using open questions to encourage a more in depth answer.
- Not asking too many things at once to prevent confusion.
- Allowing the individual time to respond.
- Not interrupting the individual whilst they are communicating or anticipate their response.
- Showing the individual that you are interested in them and what they are saying.
- Using appropriate body language such as nodding, smiling and leaning towards the individual.
- Not using jargon.
- Being aware of the different meanings of words. Jam could mean a preserve or could mean a blockage as in traffic jam.
- Keeping communication simple.

4.1 Support the individual to develop communication methods that will help them to understand others and be understood by them.

As a support worker you should encourage and motivate individuals to communicate by providing the correct support, aids and equipment. It is your responsibility to ensure that the individuals you provide care for and others involved in the individuals lives are able to communicate effectively. For communication to be effective everyone involves will need to have the same understanding of the communication method used. When supporting individuals with their communication you may need to support others with whom that individual wishes to communicate. This could include other support workers, family, friends, peers or professionals.

4.2 Provide opportunities for the individual to communicate with others.

To provide opportunities for the individual to communicate with others I would take time to provide all necessary equipment. I would also take them out into society so that they can communicate themselves with people for example taking them shopping, to see their friends, or for a coffee. This encourages them to be more interactive and will help to improve their social skills and wellbeing.

4.3 Support others to understand and interpret the individual’s communication.

To support others to understand and interpret the individual’s communication I would encourage them to read and comply with the allocated care plan of the individual, as this would give them more insight and more detailed information of the individual such as the individual’s wishes and preferences.

4.4 Support others to be understood by the individual by use of agreed communication.