

Effective Communication.

A: The difference between effective and ineffective communication.

B: Role gender and culture plays in communication.

Effective strategies to repair or avoid possible breakdown in communication.

A: Active listening skills.

B: Difference between listening and hearing

1: Interacting with patients and colleagues.

The goals of effective communication.

A: Receiving information.

B: Sending information.

conclusion.

Daily we interact with people whether it may be family members or colleagues. Active listening is one of the most important skill use to achieve a better understanding of what the people is trying to say however sometimes we get distracted by little things in the environment like smart phones, television etc. Using active listening helps to build the understanding and faith in others. Active listening is a psychological technique use to help people talk.it also encourage a person to communicate freely even if the next person does not have anything to off. According to Grohol,J, J., (2017), Become a Better Listener: Active Listening. *Psych Central*.

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Page 10 of 20

B: Difference between listening and hearing

According to Maureen, (2017) Difference Between Listening and Hearing. Hearing is receiving sound wave into your ear however Listening is taking those sound and understanding what you hear. Hearing is **involuntary** therefore hearing is achieved even if you do not want it, it just happens, unless you have a hearing problem. But if you listen, you knowingly choose what you want to hear. You focus on what you hear so you can understand the message. For example, when if a demented resident starts to cry, the sense of hearing is in motion, but as feeling are attach to the resident crying it becomes listening. When we hear the ear is the only thing required of our five senses. Listening uses different senses, to better understanding the speaker like the

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Page 18 of 20

Reference :

<http://www.art-of-patient-care.com/communication.html>

www.thecommunityguide.org/healthcommunication