

Contents

About the author and the people who contributed to this book	vii
Introduction	ix
Chapter 1: Understanding why effective communication is important in the work setting	1
Chapter 2: Meeting the communication and language needs, wishes and preferences of individuals	14
Chapter 3: Overcoming barriers to communication	33
Chapter 4: Applying principles and practices of confidentiality in your work	49
Glossary	62
Index	63

This book covers:

- Common Induction Standards – Standard 3 – Communicate effectively
- Level 2 and Level 3 diploma units SHC 21 – Introduction to communication in health, social care or children’s and young people’s settings and SHC 31 – Promote communication in health, social care or children’s and young people’s settings