

SHC 21: Introduction to communication in children's and young people setting

Definition:

- Communication is a two-way process of sending a message and receiving a message.
- Communication can be verbal or non-verbal.

Type	Form of Communication	Channel of Communication	Give other Examples
Verbal	Talking Listening	Face-to-face Telephone/ mobile	
	Singing	Lyrics, poems, nursery rhymes	
Non-verbal	Writing	Letter, e-mail, texting	
	Reading	Books, magazines, information leaflets, written instructions or guidelines	
	Sign language	Visual signs using fingers and hands – for the hard of hearing	
	Touch	Braille - feeling raised dots on paper for the visually impaired Finger spelling	
	Painting Drawing	Pictures – expression of feelings Graphs / diagrams	
	Body language	Shrugging shoulders Pointing	
	Facial expression	Eye contact Blushing Smiling Frowning	

Who do you communicate with and why?

- Give / receive instructions
- Give / receive information
- To ask questions
- Outline a concern
- Express a need
- Develop learning
- Make conversation

	Reasons			
	Who you communicate with	1	2	Give other reasons
Work / placement	Key worker	Ask key worker about child's special needs.	Involve key worker with activities.	
	Children	Sing nursery rhymes. Provide support	Read a story and ask questions.	
	Parents	Discuss child's progress in learning and development.	Ask parents questions about children's dietary needs.	
	Assessor	Respond to questions posed by assessor.	Interact with assessor to demonstrate work-based learning.	
	Manager	Follow policies and procedures of the setting outlined by manager. To express and share information about any concern regarding child's feelings or behaviour.	Report to manager about safeguarding issues.	

How communication affect areas of work:

- Helps build good relationship with parents
- Develop team working relationship with colleagues
- Build trust and confidence with children

How to communicate effectively with children:

- Talk at their level, keep eye contact
- Use age-appropriate language
- Give them time to understand what has been said
- Encourage them to respond
- Listen attentively
- Show respect: be polite and use friendly tone
- Use open-ended questions
- Use body language: smile or nod