

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

**Revise Easy. Com**

**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
<b>Verbal</b>	Talking Listening  Singing	Face-to-face Telephone/ mobile  Lyrics, poems, nursery rhymes	
<b>Non-verbal</b>	Writing Reading  Sign language  Touch  Painting Drawing  Body language  Facial expression	Letter, e-mail, texting  Books, magazines, information leaflets, written instructions or guidelines  Visual signs using fingers and hands – for the hard of hearing  Braille - feeling raised dots on paper for the visually impaired Finger spelling  Pictures – expression of feelings Graphs / diagrams  Shrugging shoulders / leaning forward Crossed arms / nodding or shaking head Pointing 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

	<b>Reasons</b>			
	<b>Who you communicate with</b>	<b>1</b>	<b>2</b>	<b>Give other reasons</b>
<b>Work / placement</b>	<b>Key worker</b>	Ask key worker about child's special needs.	Involve key worker with activities.	
	<b>Children</b>	Sing nursery rhymes. Provide support	Read a story and ask questions.	
	<b>Parents</b>	Discuss child's progress in learning and development.	Ask parents questions about children's dietary needs.	
	<b>Assessor</b>	Respond to questions posed by assessor.	Interact with assessor to demonstrate work-based learning.	
	<b>Manager</b>	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

## Awareness of cultural differences in body language

Body Language	Culture	Translation	Translation in English
Making eye contact	Asia Middle East	Showing disrespect	Attentiveness Showing respect
Nodding head up and down	Japan Greece Bulgaria	No	Yes
Shaking side to side	Greece Bulgaria	Yes	No
Thumbs up	Northern Greece Middle East	Offensive gesture Obscene gesture	Ok or good Sign of approval sign of agreement Sign of job well done
Thumbs up moving side to side	India	Means it won't work or disagree	Indicate number ten (USA)
Pointing with index finger	China Japan Indonesia	Sign of rudeness	To indicate or identify
Circle formed with index finger and thumb	Japan French	Sign of money "zero" or worthless	Ok Good Spot on