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| <b>Title:</b>                   | Developing Personal Confidence and Communication Skills                                                                                                                                                                                                                                                                                                                        |
| <b>Level:</b>                   | Entry Level 3                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Credit value:</b>            | 2                                                                                                                                                                                                                                                                                                                                                                              |
| <b>GLH:</b>                     | 20                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Unique Reference Number:</b> | R/652/0178                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Sector Subject Area:</b>     | 14.1 Foundations for Learning and Life                                                                                                                                                                                                                                                                                                                                         |
| <b>Aim:</b>                     | The aim of this unit is to provide learners with the skills and knowledge to be able to develop confidence and build basic communication skills for working with others in health, social care and education.                                                                                                                                                                  |
| <b>Assessment Type:</b>         | Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.                                                                                                                                                                                                                                                                       |
| <b>Assessment Guidance:</b>     | <p>Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity.</p> <p>Skills-based assessment must include direct observation as the main source of evidence and must be carried out over an appropriate period of time.</p> <p>Evidence must confirm that learners understand and can use basic communication skills.</p> |

## Learning outcomes

*The learner will:*

1. Be able to know different ways people communicate.

### **Delivery content:**

The aim of this learning outcome is to provide learners with the knowledge and skills to understand simple communication methods that could be used within health, social care and education.

The learner must:

- 1.1 Identify **verbal communication**.
- 1.2 Identify **non-verbal communication**.

2. Be able to show basic communication skills.

**Delivery content:**

The aim of this learning outcome is to provide learners with the knowledge and skills to demonstrate simple communication skills that could be used in health, social care and education settings.

The learner must:

- 2.1 Use **polite language** in role-play situations.
- 2.2 Demonstrate **listening skills**.

**Scope of Training**

The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.

**Requirements**

**Verbal Communication.**

**Definition:**

Verbal communication is the use of spoken words to share information, ideas, feelings, or instructions with others. It includes both face-to-face conversations and spoken messages through phone or video calls.

**Teaching must include:**

- Formal and Informal verbal communication
- Speaking
- Tone of voice
- Volume and clarity

**Non-Verbal Communication.**

**Definition:**

Non-verbal communication is sharing information, feelings, or ideas without using words. It uses body language, facial expressions, gestures, eye contact, posture, tone of voice, and other visual or physical cues to communicate meaning.

**Teaching must include:**

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | <ul style="list-style-type: none"> <li>• Non-verbal communication working alongside verbal communication</li> <li>• Facial expressions</li> <li>• Body language</li> <li>• Gestures</li> </ul> <p><b>Teaching could include:</b></p> <ul style="list-style-type: none"> <li>• Signs, symbols and visual aids</li> </ul>                                                                                                                                                                                                     |
| <b>Polite Language</b>  | <p><b>Definition:</b></p> <p>Use polite language in role-play situations means speaking respectfully, kindly, and appropriately when practicing a work scenario, such as interacting with a patient, service user, or student.</p> <p><b>Teaching must include:</b></p> <ul style="list-style-type: none"> <li>• Using please, thank you, excuse me and respectful greetings</li> <li>• How to use polite language with a patient, client or child/student.</li> </ul>                                                      |
| <b>Listening Skills</b> | <p><b>Definition:</b></p> <p>Demonstrate listening skills means showing that you are paying attention to what someone is saying, understanding their message, and responding appropriately.</p> <p><b>Teaching must include:</b></p> <ul style="list-style-type: none"> <li>• Eye contact</li> <li>• Nodding</li> <li>• Not interrupting</li> <li>• Active listening</li> </ul> <p><b>Teaching could include:</b></p> <ul style="list-style-type: none"> <li>• Repeating requests to ensure needs are understood</li> </ul> |