
CPC Youth Representative Effective Communications Training Programme: including Personal & Social Skills

Effective Communication

Module Name:Youth Representative and Assistant Youth Representative E- Training Programme

Module Number/Code:777/001/LM-Effective Comms/REP/Assistant Rep

Module Subject/Topic: Effective Communication in the Youth Representative and Assistant Youth Representative Context

Guided Learning Hours :1 hour.....(60 Minutes)

Independent Learning Hours:2 Hours(120 Minutes)

Module Learning Outcomes:

By the end of this module participants will have learned the following :

(1.0)Understand why effective communication is important in the CPC setting

1.1 Identify the different reasons people communicate

1.2 Explain how communication affects relationships in the Representative setting and context.

1.3 Explain ways to manage challenging situations

(2.0)Be able to meet the communication and language needs, wishes and preferences of individuals:

2.1 Demonstrate how to establish the communication and language needs, wishes and preferences of individuals in order to maximise the quality of the interaction

2.2 Describe the factors to consider when promoting effective communication

2.3 Demonstrate a range of communication methods and styles to meet individual

(3.0)Demonstrate how to respond to an individual's reactions when communicating

3.1 Explain how people from different backgrounds may use and/or interpret communication methods in

different ways

3.2 Identify barriers to effective communication

3.3 Demonstrate ways to overcome barriers to communication

3.4 Demonstrate how to use strategies that can be used to clarify misunderstandings

3.5 Explain how to use communication skills to manage complex, sensitive, abusive or challenging situations and behaviours

3.6 Explain how to access extra support or services to enable individuals to communicate effectively

3.7 Explain the purposes and principles of independent advocacy

3.8 Explain when to involve an advocate and how to access advocacy services

3.9 Be able to overcome barriers to communication

(4.0) Be able to apply principles and practices relating to confidentiality

4.1 Explain the meaning of the term confidentiality

4.2 Demonstrate ways to maintain and promote confidentiality in day-to day communication

4.3 Describe the potential tension between maintaining an individual's confidentiality and disclosing concerns.

Course Assessment:

The following course assessment tools will be utilised to measure the extent to which participants have understood and engaged with the course material and to determine the level extent to which learning has taken place.

1.Course Project

2.Assignments: (1),(2)

LM. July 2021

Course Assignment Questions :1 and 2 (Please ensure you answer both short questions)

1. Explain ways in which to maintain , promote , confidentiality in your day to day activities in the role of Youth representative (Maximum 500 words)

2. Explain how to use communication skills to manage complex, sensitive, abusive or challenging situations and behaviours (Maximum 500 words) for example

*Giving criticism

*Receiving Criticism

*Delivering bad news

*Saying No

*Questioning

Course Project Question: (All participants must answer the Project Question)

1. please read the following case study scenario and use this a context for responding to this Project question:

Confidentiality is a principle that is accepted as the norm in most fields of work and underpins ways of working and codes of practice. Confidentiality forms the basis of a good working relationship which is trust. Information about clients personal care or life should only be shared with others on a need to know basis. Information disclosed should only be done with the persons explicit informed consent. It has come to your attention that an individual you work with has been revealing explicit information to others outside the need to know group. You are concerned and plan to address the situation and speak to the individual about what you as manager have heard.

(Maximum 1000 words)