**Unit 503 Communication and information management**

**Outcome 1: Understand models of communication**

1.1 Carry out research into at least 3 of the following models of communication, write a detailed explanation of each one and assess their application within your work setting:

* Linear models
* Transnational models
* Interactive models
* SURETY/SOLER models
* The role of Phatic communication
* Formal communication vs informal communication
* Self-awareness and perception awareness in communication

1.2 Analyse the effectiveness of the following methods of communication in your practice and the impact these have on the delivery of service:

* Written
* Electronic/digital
* Pictorial
* Signage
* Social media
* Verbal
* Non-verbal

1.3 Critically evaluate the use of different types of communication within your work setting to include the reasons why different types would be used for different individuals.

1.4 Explain how communication impacts on effective service operation in relation to:

* Relationships – internal and external
* Positive outcomes for individuals, families, and carers
* Leadership and management of teams
* Conflict management/resolution
* Partnership working
* Information sharing
* Working environments
  1. Analyse why the accurate interpretation of written and spoken words is key to effective communication when managing and delivering a care service with reference to:
* Interpretation vs misinterpretation
* Languages, pitch, tone, inflection, and its potential impact on others
* Record keeping/ reports
* Digital; Emails, texts, social medias
* Future recommendations to inform best practice

2.4 Evaluate bench marking techniques used in your work setting to evaluate the effectiveness of commutation systems and processes to include:

* Recommendations to and for new and existing staff
* Recommendations to and for those in receipt of care and support
* How your leadership and management practice impacts on effective communication(s)