Recording Keeping and Communication skills Training Course Learning Outcomes

On completion of this Recording Keeping and Communication skills training course, learners should know and understand the following:

Defining communication

Learn the definition of communication and how it is used in health and social care

Methods & techniques of communication

Learn and understand the different methods of communication such as verbal, written and body language

Communication models

Learn the different types of communication models such as the Mehrabians Model and the Linear Model of Communication

Managing communication

Learn how to manage communication correctly by understanding the barriers of communication and learning how to converse correctly

Legislation and best practice of record keeping

Learn the relevant legislation in regards to record keeping such as the Data Protection Act (1998) and the best practices to record keep

Effective record keeping

Understand how to record keep effectively by learning and understanding the key principles

Preventative measures

Learn the common errors of record keeping so that you are able to keep on top of and prevent errors