

# Unit 5 Knowledge Organiser

## Grade Descriptors

### Pass

Explain and describe each pass criteria within your assignment making relevant links to the 3 chosen case studies.

### Merit

Analyse and assess each pass and merit criteria within your assignment making relevant links to the 3 chosen case studies.

### Distinction

Use higher-order skills of evaluating and justifying each pass, merit and distinction criteria within your assignment making relevant links to the 3 chosen case studies.

## Communication techniques

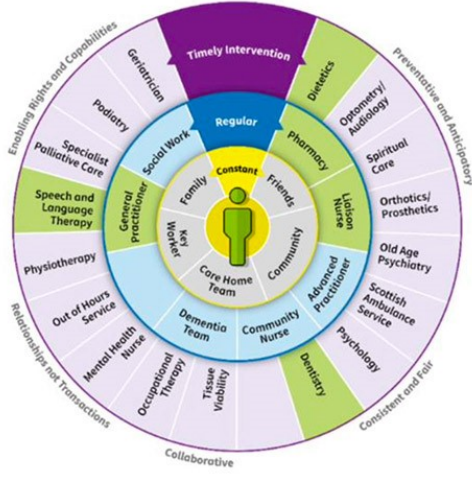
Good communication skills are vital for people working in health and social care as they help them to:

- ▶ develop positive relationships with services users and their families and friends, in order to understand and meet their needs
- ▶ develop positive relationships with work colleagues and other professionals
- ▶ share information and feelings with people using the services, by providing and receiving information
- ▶ report on the work they do with people.

## ASSIGNMENT

### Key terms

- Attachment** - the term that describes the emotional relationship a child experiences with their significant adult.
- Resilience** - the ability to overcome setbacks and disappointments without giving up or being demoralised.
- Autonomy** - the freedom to take independent decisions without having to ask anyone else or receive permission.



**Key terms**  
**Constrained** - restricted, limited or forced to follow a particular course of action.  
**Enhance** - to improve.



Type of plan	What does it plan?	Who do they help?
Care	The care services and support to be provided.	Individuals needing extra help with daily living.
Learning	A programme of learning that takes into consideration the person's strengths and weaknesses.	Individuals with learning difficulties.
Behavioural	How a person's behaviour may be changed.	Individuals with conditions such as autism.



## People skills

People skills are the skills that help us to get on with other people, and so develop relationships with them. Some of these skills are:

- ▶ **empathy** - the ability to share and understand the emotions of others, such as sadness, anxiety or happiness
- ▶ **patience** - the capacity to accept or tolerate problems without becoming annoyed or anxious
- ▶ **engendering trust** - the ability to get people to trust you
- ▶ **flexibility** - being able to fit in with others and change your own plans if necessary
- ▶ **a sense of humour** - being able to see the funny side of situations
- ▶ **negotiating** - the process by which two parties with different interests or perspectives attempt to reach agreement, for example a doctor and a patient
- ▶ **honesty** - being truthful and sincere
- ▶ **problem solving** - the ability to ask the right questions and find an answer to a problem.

