

Communication Awareness Training Workbook

Name:

Job role:

Workplace:

This workbook accompanies the Communication Awareness training video that you have been asked to watch.

Please have this workbook to hand when watching, as you will need to complete sections of it when the video prompts you to do so.

Keep any eye out for these symbols in the video:



This symbol indicates there is a writing activity to do.



This symbol means you should pause the video when the trainers prompt you.

Section 1— Picture Task

How successful were you at describing the picture? Did the other person understand what you were describing?

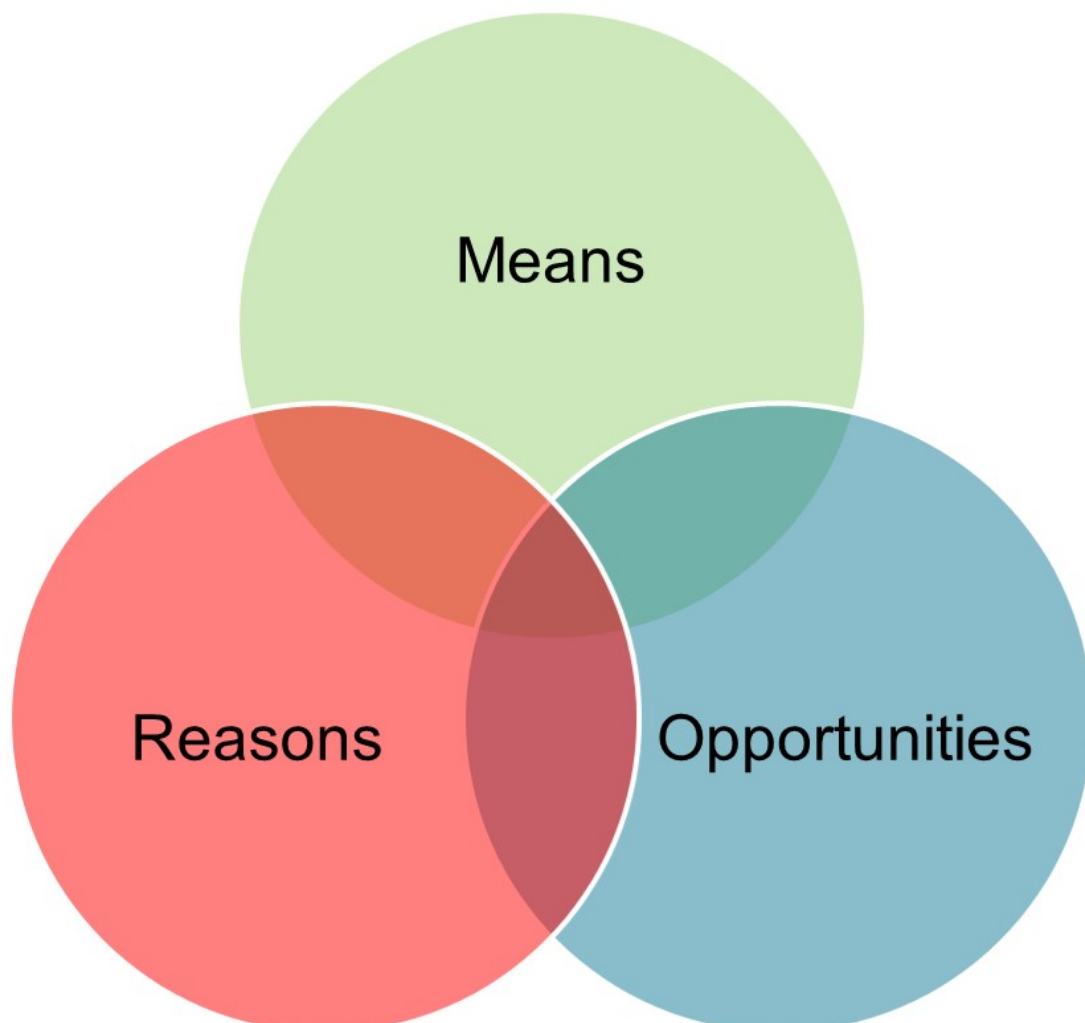
What methods or means of communication did you try to use to get your message across? Which ones worked best?

What made things easier or harder?

Section 2— Means, Reasons & Opportunities

What different means of communication can we use?

What are the reasons we might have for communicating?



Reasons

Look at the pictures and see if you can tell what their reason for communicating might be.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

Opportunities

What are some specific opportunities you have given a service user or patient to communicate?

Section 3— Expressive Language Difficulties

What are some of the challenges that someone might face if they have difficulties expressing themselves?

What challenges do you face as a professional because of this?

Section 4— Receptive Language Difficulties

How can you tell if someone does not understand what they are being told?

What are some things we can do to help them understand?

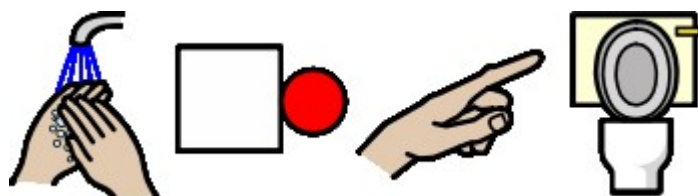
Section 5— Pictures & Symbols

See if you can figure out the message that the symbols are trying to portray:

1.



2.



Section 6— Reflection & Feedback

What part of this training did you find most useful?

What is one thing you will now do differently as a result of this training?

Is there a topic that we have missed or that you would like more information on?

Overall, how engaging was this training package? Did it work well as a pre-recorded video?

