
*IO4-A4.
LEARNING
MATERIALS –
Scotland (U.K.).*

*2. LESSON PLANS for Effective
Communication for Enhanced
Home Care Workers (Unit 2).*

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Introduction

The following are possible lesson plans for Tutor's to use with a class of Home Care Workers. These are only guide Lesson Plans and can be adapted to suit your group. The Lesson Plans cover 8 classes related to the unit Effective Communication for Enhanced Home care Workers and should be used in conjunction with the Support Pack for the unit.

Lesson Plan 1

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	One
Outcome	N/A
Tutor Name:	Olwen Kirkpatrick
Plan	<ul style="list-style-type: none">• Welcome and Housekeeping information• Introduction to the Unit and the structure of evidence gathering. Students read the Knowledge and Competences.• Give out the Support Pack and refer the students to the reading material in the Bibliography.

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- In groups ask the students to discuss ‘ what they think good communication consists of’. Discuss answers in large group and put points on the whiteboard.
- Tutor input on **types of communication**.
- Exercise: Tutor asks for volunteer. Tutor demonstrates with them seating that is intimidating and that which is comfortable, open hands, seats at an angle instead of face on. Discuss invading personal space and body language of aggression, which is to be avoided.
- Direct students to the Support Pack Page 5-7 and watch Business Balls website on body language and discuss in large group.
- Exercise: Watch programme with volume down (Page 8 and discuss answers).
- Answer any questions arising so far.

Employability/citizenship/sustainability:

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Resources: Laptop and whiteboard. The Pack

Evaluation/ Comments:

Lesson Plan 2

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	Two
Outcome	N/A
Tutor Name:	
Plan	<ul style="list-style-type: none"> • Re-cap on last week; non-verbal communication etc. • Tutor emphasises that Empathic Listening will be the focus of class today. • Class read the anonymous poem and discuss why Empathic Listening is important. • Class complete questionnaire to assess their listening skills. • Tutor demonstrates Empathic Listening with a volunteer and highlights body language and minimal encouragers.

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- Watch the DVD Are You in Zenor; the section on Listening Skills.
- In the large group ask the students to give examples of when someone has actively listened to them and what difference it made; discuss.
- Tutor gives input on Empathy and why it can be very beneficial.
- In pairs, one person takes the role of listener and one the role of talker. The talker talks about something of mild concern to them and the Listener, listens empathically.
- Any Questions?

Employability/citizenship/sustainability:

Class assists with good communication skills which enhances employability.

Resources: DVD and player. The Pack

Evaluation/ Comments:

Lesson Plan 3

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	Three
Outcome	N/a
Tutor Name:	
Plan	<ul style="list-style-type: none"> • Recap on last week's input and answer any questions • Introduce topics for today's class: Reflecting of Feelings and Helpful Questioning. • Tutor input on Reflecting of feelings and how it can convey empathy and help someone feel understood. • Ask class 'How might this be helpful?' or 'What situations might this be helpful in?' • Watch DVD 'Are you in Zenor' section on reflecting of feelings. Discuss. (If

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	<p>DVD not available then tutor can use You Tube for examples in practice).</p> <ul style="list-style-type: none"> • Tutor input on Helpful Questioning, emphasising Open Questions, Closed Questions, Bias Questions etc. Refer class to examples in Pack, Pages 19-21. • Role Play: In pairs, one person will be the Service User and the other will be the Home Care Worker. The ‘Service User’ will talk about something that is concerning them and the ‘Home care Worker’ will practice using Helpful Questioning and Reflecting of Feelings. Swap roles. Discuss what it felt like and how it went with the larger group. • Refer class to You Tube examples for other demonstrations of the skills. • Any Questions
Employability/citizenship/sustainability:	
Resources: DVD, Role Play scenarios in case students can’t create a ‘concern’ for the role play. The Pack	
Evaluation/ Comments:	

Lesson Plan 4

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	Four
Outcome	
Tutor Name:	
Plan	<ul style="list-style-type: none"> • Recap on last week; any Questions? • Introduce topics for today Paraphrasing and Barriers to Communication • Tutor gives input on Paraphrasing and does demonstration with a volunteer who is willing to talk of something in front of class. • In pairs, one person is the Talker and one person the listener. The listener practices the skill of listening and paraphrasing what the person has been talking about. Discuss with the larger

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	<p>group how this went and tutor answers any questions or demonstrates further if needed.</p> <ul style="list-style-type: none"> • Review. Tutor recaps on the skills covered so far; Listening, Questioning, Reflecting of Feelings and Paraphrasing. • In groups, the students discuss anything they don't fully understand and create questions for the tutors on what has been covered so far. Tutor answers questions and recaps where necessary. • Barriers to Communication. In small groups the students discuss and list possible barriers. One person in the group moves around, in a clockwise direction, taking the list and discusses answers with the next group and adding to their list. They then move on once more to another group before returning to home group and discusses the additional answers. • Tutor collates their answers and gives additional input, see pages 23-25. • Class complete questionnaire on page 26 on stress as a barrier. Discuss examples from own experience. • Activity 11 and 12 from Pack to be completed at home. • Any Questions?
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Employability/citizenship/sustainability:



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Good communication aids employment possibilities.

Resources: The Pack

Evaluation/ Comments:

Lesson Plan 5

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	Five
Outcome	
Tutor Name:	
Plan	<ul style="list-style-type: none"> • Recap on last week; any questions? • Discuss answers to the homework exercises. • Tutor introduces topics for today Managing Conflicting Views and being Assertive • Tutor gives input on Confidentiality and Data Protection Act. • Activity 14 exercise to be completed on own and answers discussed with large group. • Class completes Case study page 37 and

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	<p>discuss.</p> <ul style="list-style-type: none"> • Tutor input on how to manage conflicting views and get contributions from students on what they think is helpful. • Tutor input on what is Assertive communication compared to Passive and Aggressive Communication. • Student complete Activity 15 by watching video and discuss. • Students complete Activity 16 on their own and discuss answers in small group if they are willing to otherwise keep for discussing with mentor. • Look up NHS video on Page 42 and discuss together. • Any Questions?
<p>Employability/citizenship/sustainability:</p>	
<p>Resources: Internet, The Pack</p>	
<p>Evaluation/ Comments:</p>	

Lesson Plan 6

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	Six
Outcome	N/A
Tutor Name:	
Plan	<ul style="list-style-type: none"> • Recap on previous week and any questions • Tutor introduces topic for today Empowerment. • Input by tutor on Empowerment and Activity 17. • Students read article in Activity 18 and watch the video and discuss. • Tutor asks what might be the Social,

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	<p>Physical, Emotional and Cognitive benefits of Empowering a Service User. Students write answers on flip chart paper or whiteboard for everyone to see and discuss.</p> <ul style="list-style-type: none">• Students complete Activity 20 and discuss.• Recap on previous 3 weeks and answer any questions.
Employability/citizenship/sustainability:	
Resources: Pack, Flip chart paper or whiteboard.	
Evaluation/ Comments:	

Lesson Plan 7

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	Seven
Outcome	
Tutor Name:	
Plan	<ul style="list-style-type: none"> • Recap on previous week and answer any questions. • Introduce topic of communication related to Multi-Disciplinary Team Working and Legislation. • Revision exercise Activity 22 to be completed by students on their own and then discuss answers in small groups. • Students shout out the professionals they work with or could work with in home care work. Tutor adds to the list. • Guest Speakers could be invited from two

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different professions to answer questions from the students on what their role is and how does multi-disciplinary team working happens in their profession.

- Tutor input on the skills of multi-disciplinary working.
- Tutor asks for examples of when multi-disciplinary working has not went well and analyse with the class why? Tutor asks for examples of when it has went well and what was the difference (tutor gives own examples too).
- Tutor could include lessons from child abuse inquiries too when lack of communication has led to children's deaths.
- Tutor could also include a role play here of a Review Meeting or Case Conference; this will depend on the class experience and willingness.
- In groups students to list the **legislation** they know of that governs their work.
- Legislation input by the tutor in relation to communication and how it influences policy and strategies.
- Ask students the implications for service users and them if the Data Protection Act not applied? Give examples e.g. people's lives in danger or loss of trust etc.
- Students to write on a piece of paper what they would like to be re-capped on the final week and any questions they

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	<p>have. The piece of paper are folded up and given to the tutor, who will plan the final class on their comments/questions.</p> <ul style="list-style-type: none">• Any Questions
Employability/citizenship/sustainability:	
Resources: The Pack, Guest Speakers, Role Plays	
Evaluation/ Comments:	

Lesson Plan 8

Unit Title & Code:	Effective Communication for Enhanced Home Care Workers
Class:	
Date and Week Number	Eight
Outcome	
Tutor Name:	
Plan	<ul style="list-style-type: none">• The format of today will depend on what the class have stated they want covered.• Tutor will read out each piece of paper from the previous week and recap on the subjects or answer questions.• Tutor will cover again anything he/she thinks the class would benefit from.• Evaluation forms completed by the

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	students. Discussion of their comments too.
Employability/citizenship/sustainability:	
Resources: Evaluation Forms	
Evaluation/ Comments:	