

Factors which support and inhibit communication

When communicating with others in health and social care, there are many factors which should be taken into consideration which support and inhibit communication. These factors include positioning within a health and social care setting, emotional factors which affect an individual's different emotions, environmental conditions and special needs. If these factors are do not support communication then they can inhibit service users from having effective communication.

Firstly, positioning within a health and social care setting is an important factor to consider where communication is concerned. This is because positioning can either support or inhibit communication so it is crucial as to where things such as seating arrangements are concerned. For example, if a member of staff was talking to a patient then they would communicate more effectively with the patient if they were positioned at the same level as the patient in a comfortable position. This is because it would make the patient feel less intimidated which would allow them to be more comfortable when communicating. By positioning people at the same levels, this would be a supporting factor of communication.

On the other hand, if people were positioned at different levels and the patient is not entirely comfortable with their positioning then this could inhibit communication as they may feel intimidated, out of place or just simply uncomfortable which may make less likely to want to communicate. Depending on the formality of different situations, patients can be made to feel comfortable if consideration of positioning is taken into account whether or not the situation is formal or informal.

Secondly, emotional factors are another important factor to consider where communication is concerned. This is because where emotions are concerned; communication plays an important part in building trust and positive relationships if it is executed effectively.