

Tool 10. Evidence of encouraging verbal and non-verbal communication

This tool tries to encapsulate the variety of communication that staff utilise to encourage interaction and participation of service users.



This tool looks at

the area of: Communication

Tool 10. Communication Observation

Place: _____ Date: _____

External examiners should conduct 10 independent 20-minute observations of service user and staff interaction and communication. Please make a tick/mark each time the following interactions take place:

	<i>Number of occurrences:</i>
Communication	
1. Staff to staff interaction	
2. Staff to client interaction	
3. Client to client interaction	
4. Client to staff interaction	
5. Symbols or signs used.	
Description of interactions:	
1.	
2.	
3.	
4.	
5.	