**Demonstrate ways to overcome barriers to communication**

**Case study 1**

Mary has been given the task to train the companies newest carer on the team. The new carer Jane has been told that she will be shadowing Mary and to pay close attention to what she is doing during her visits with clients. Mary reassured Jane that she will explain all of the tasks she is completing as she’s completing them. Mary explained in detail what a catheter is, why the service user has the catheter (including the different reasons a catheter is used for) and how to change and empty the catheter. They then went to the next service user where Mary asked Jane to explain and complete the change of a catheter bag. Jane proceeded to tell Mary she doesn’t think she explained how to do this. To which Mary ‘huffed’ she has told Jane but Jane just wasn’t listening.

**What barriers to communication is shown in this scenario?**

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| There are several barriers to communication in this scenario:  • Insufficient attentive listening: Mary failed to verify Jane's comprehension. To make sure the information was understood, an attentive listener would ask Jane to restate the procedures or pose further questions.  • One-way communication: Mary appears to be relying too much on the "show and tell" approach, presuming Jane is understanding everything without asking. Two-way information flow is necessary for effective communication.  • Assumptions: Rather than taking into account other scenarios like an imprecise explanation or an abundance of information, Mary believes Jane wasn't listening ("she just wasn't listening").  • Nonverbal cues: Mary's "huff" conveys annoyance or rejection. This nonverbal message makes the situation tense and deters Jane from seeking further explanation.  • Imprecise instructions: Rather of requesting Jane to walk Mary through every stage of the process, Mary should have requested Jane to |

**How could Jane or Mary overcome these barriers?**

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**What strategies could Jane have used to avoid the misunderstanding?**

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**Learner Name:**

**Learner signature:**

**Date:**