Errata

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Unit: CHCCOM005 Communicate and work in health or community services

Resource: Learner guide (with summative assessment)

Update: Version 1.3 updated to Version 1.4

Affected page: 9

Use the attached page to update the affected document.

When and how to use and recognise nonverbal communication

Research into human communication has shown that words alone account for as little as a tenth to one half of the total effect and perception of the message that is received. This means that nonverbal communication plays a significant role in all human interactions.

In order to communicate effectively you will need to become skilled in watching and interpreting other people's nonverbal behaviour. You will also need to be aware of your own nonverbal behaviour and how that can impact on the message you are trying to get across.

The following information details nonverbal communication strategies and shows examples of how they may be used.

Body language and posture

Patrea folded her arms across her chest to reinforce that the answer was still no and that she would not change her mind.

Evasive eye contact

Nadia avoided making eye contact because she was uncomfortable with the confrontation.

Hand gesture

Tony waved his hand as he dismissed the matter to reinforce to Amanda that the mistake didn't matter and that she should stop worrying about it.

Reassuring touch

Jason placed his hand on Donald's shoulder to remind him that he was standing close by and would not let him fall over.

Respect the rights and responsibilities of others

An essential part of a community services worker or coordinator's role is to work in a manner that is respectful of others. This includes people accessing care, workers, people from other agencies, your supervisors and managers. Respect for others can be demonstrated through behaviour, attitude, language and activities.

You may be guided by your own sense of ethics, the policies and procedures of your employer, or the standards of a member organisation.

The Australian Community Workers Association's Code of ethics can be found at http://aspirelr.link/acwa-code-of-ethics and includes the obligation of the worker to demonstrate respect for people accessing services.