

Communication Theories

Introduction – Task 1

Good working relationships in health, social care and child care environments are based on effective communication. You are going to complete a research activity to show your understanding of effective communication.

Research the following three theories of communication:

1. Argyle's stages of the communication cycle.
2. Tuckman's stages of group interaction.
3. Egan's SOLER framework.

You will find the following sources useful for information about these and also use your own research:

1. This article provides useful information about **Argyle**:
<https://prezi.com/bums0nneuvam/theory-of-communication/>
2. Mind Tools is a useful source of information for **Tuckman's model**; web page titled: Forming, Storming, Norming, and Performing accessed from:
http://www.mindtools.com/pages/article/newLDR_86.htm
3. Article Outlook is a useful source of information about **Egan's SOLER framework**:
<https://prezi.com/uxgpxa11pbfm/soler-theory/> <https://prezi.com/cxqj6cwh7uv7/copy-of-egans-soler-principles/>

You can use the tables below to make notes on the three Communication Theories. Then using your research, design a presentation/word doc. on each of the theories; you can illustrate your answers with diagrams or pictures. You also need to include a bibliography.

This work will be used in your coursework assignment.

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About Michael Argyle

What were his main areas of research?

Explain his theory.

Why is Argyle's theory useful for health and social care? Provide examples:

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About Bruce Tuckman

What were his main areas of research?

Explain his theory.

Why is Tuckman's theory useful for health and social care? Provide examples:

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About Gerrard Egan

What were his main areas of research?

Explain his theory.

Why is Egan's theory useful for health and social care? Provide examples:

Task 2

You need to research and explain the following types of special and adapted communications methods, for each one you need to explain what it is and who can use it.

- Braille
- Makaton
- British Sign Language
- Deafblind Language
- Signs and Symbols
- Technological aids i.e. Speech-to-text reporters and Telephone relay service

Remember to include a bibliography.

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