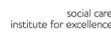**"No we can't use less words! Or can we?"**
Reflections on a journey into e-learning

Sally Richards – University of Reading
Michelle Lefevre – University of Sussex
Pamela Trevithick – University of Gloucestershire
Dominic King – SCIE

University of Reading   US University of Sussex   UNIVERSITY OF GLOUCESTERSHIRE   social care institute for excellence scie


Outline of paper

- What is an e-learning object?
- Our task – to produce a set of 10 e-learning objects on communication skills in social work/social care within one year (Sept 07 – Sept 08)
- Composition of team
- Interesting challenges
- What we have learned

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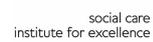
E-learning objects are…

- A series of discrete interactive learning resources on a particular theme.

- These can be studied in various ways e.g. individually by learners or as part of class based learning.

- E-learning objects can be accessed directly from the web, or downloaded to a university's Virtual Learning Environment (VLE) and accessed from there.

- Each e-learning object has to be stand alone. No knowledge of previous (or future) e-learning objects in the series can be assumed.

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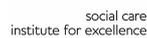
Examples of Screen Types

- Photos
- Talking heads
- Video
- Audio
- Quizzes
- Activities e.g. reflective exercises
- Line drawings / illustrations
- Interactive pictures
- Pop up information
- Downloads
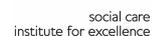
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Our Task – 10 e-learning objects

1. Overview of communication skills in social work
2. Forming and maintaining relationships with service users, carers, professionals and others
3. Providing information and explaining
4. Gathering Information
5. Barriers to communication
6. Particular communication needs
7. Communicating in challenging situations
8. Using play and the creative arts to communicate with children and young people
9. Communication through action
10. Communication across social and cultural differences

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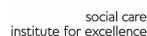
Our team

- Dominic King – SCIE

- Michelle Lefevre – University of Sussex

- Sally Richards – University of Reading

- Pamela Trevithick – University of Gloucestershire
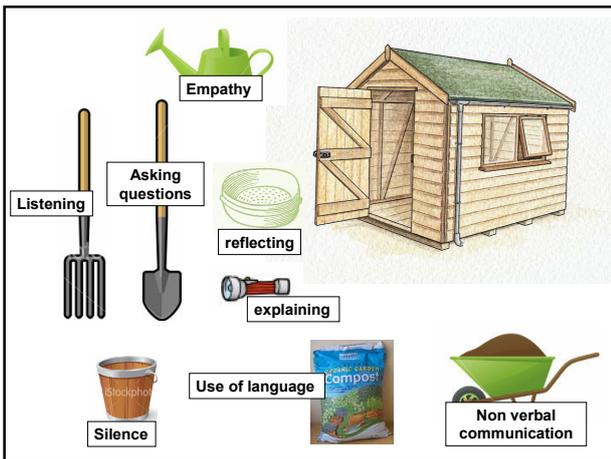
- Cimex (a digital media agency)

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Challenges

- Using helpful imagery

- Using imagery to drive content

- Addressing complexity

Challenges

Using helpful imagery

Empathy

Asking questions

Listening

reflecting

explaining

Use of language

Silence

Non verbal communication

Overview of communication skills in social work

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Introduction | Quiz | Principles & Skills | Practice | Conclusion | References

Social workers who communicate effectively draw on many different skills.

Click on the post-it notes to the right to read a brief explanation of a range of communication skills widely used in social work.

As you work through this object you may want to refer back to these post-its.

When you are finished, click 'next' to go to the 'Practice' section.

NOTICEBOARD

Listening

Explaining

Language

Observation

Reflecting

Asking questions

Non-verbal communications

Empathy

Silence

BACK   Page 3 of 3   NEXT

Overview of communication skills in social work

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Introduction | Quiz | Principles & Skills | Practice | Conclusion | References

Pathway

This section looks at how communication skills link to different aspects of social work practice.

The pathway shows a series of everyday tasks in social work. Click on a task for a brief account of what it involves. Then the next screen helps you to understand the role of communication in this task and you can listen to real life examples.

9. Empowering service users

8. Endings: Case transfer and closure

7. Ongoing work

6. Case conferences and discussions

5. Records and report writing

4. Review

3. Planning and arranging

2. Assessment

1. Referral

BACK   Page 1 of 1   NEXT

Challenges

Using imagery to drive content

Slide 1 (Barriers to Communication):

Barriers to Communication

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Introduction | Identifying Barriers ✓ | Conclusion ✓ | References

Do your thoughts correspond with ours. Click on the highlighted areas to find out.

Interpersonal dynamics
Time
Territory
Emotional and psychological issues
Special communication needs
Role and Task
Power
Professional identity
Difference

BACK | Page 3 of 3 | NEXT

Slide 2 (Challenges):

Challenges

Addressing complexity

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Slide 3 (Building relationships):

Estimated time required: 60 minutes | Learning aims | Help | Text only

Forming and maintaining relationships with service users, carers, professionals and others

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Introduction | Building relationships ✓ | Self knowledge/professional use of | Conclusion | References

Building relationships

Personal qualities
The ability to demonstrate and communicate

Professional attributes
The ability to demonstrate and communicate

In building successful relationships you must have a combination of good personal qualities and strong professional attributes. To find out more about what makes up these areas, explore the diagram above.

BACK | Page 4 of 4 | NEXT

Slide 4 (Personal qualities):

Estimated time required: 60 minutes | Learning aims | Help | Text only

Forming and maintaining relationships with service users, carers, professionals and others

social care institute for excellence | scie

Introduction | Building relationships ✓ | Self knowledge/professional use of | Conclusion | References

◄ Back to main diagram

Personal qualities
The ability to demonstrate and communicate

Empathy
Care and concern
Courage
Honesty
Warmth
Reliability and consistency
Openness

read ►

Use the framework above to explore the different personal qualities. You can also listen to a social worker's account regarding the importance of professional attributes.

BACK | Page 4 of 4 | NEXT

Slide 5 (Professional attributes):

Estimated time required: 60 minutes | Learning aims | Help | Text only

Forming and maintaining relationships with service users, carers, professionals and others

social care institute for excellence | scie

Introduction | Building relationships ✓ | Self knowledge/professional use of | Conclusion | References

◄ Back to main diagram

Professional attributes
The ability to demonstrate and communicate

Knowledge
Professional ethics
Skills
Social work values
Professional boundaries

read ►

Use the framework above to explore the different personal qualities. You can also listen to a social worker's account regarding the importance of professional attributes.

BACK | Page 4 of 4 | NEXT

Slide 6 (Conclusion):

Conclusion – learning from creating e-learning objects

• What we have learnt from the process

• Taking that learning into our teaching

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