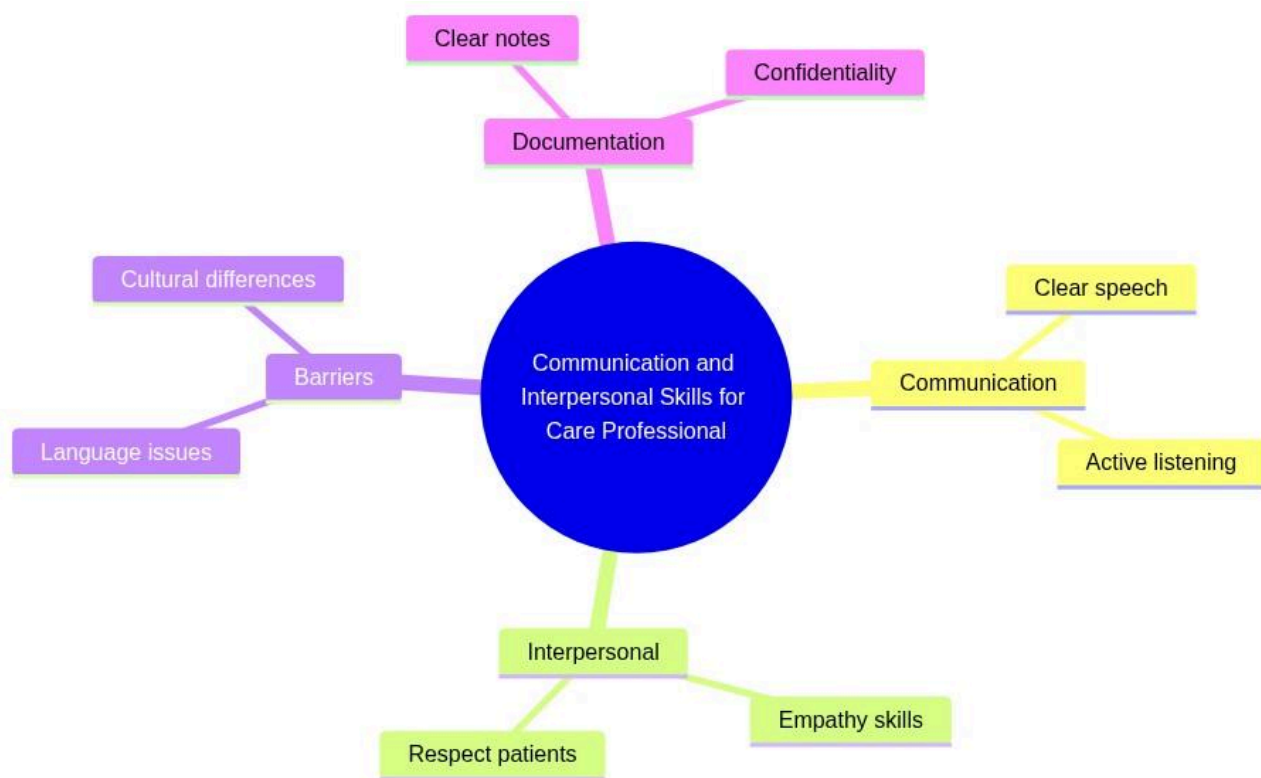


10. Professional Certificate in Level 3 Medical Assistance in Health and Social Care

Communication and Interpersonal Skills for Care Professionals



mindmap

root((Communication and Interpersonal Skills for Care Professional))

Communication

Clear speech

Active listening

Interpersonal

Empathy skills

Respect patients

Barriers

Language issues

Cultural differences

Documentation

Clear notes

Confidentiality