

Theme 2: Make communication even better

Objective 2.1	Work with service users and carers to develop education that supports the principles of inclusive communication and helps the AHP workforce build on their communication and interpersonal skills.
Objective 2.2	Put in place a communication and listening strategy using new technologies to improve access to NES resources.

We will continue to:

- Develop practice placement opportunities that help AHP students to learn about person centred approaches and the importance of good communication skills. We will do this by supporting the involvement of service users and/or carers in the education of AHP students through for example The Ryan Harper Legacy: A Day in the Life of Experience
- Work with Communication Forum Scotland and members of the Civic Participation Network to help make communication even better by using the Talk for Scotland Toolkit.

By the end of March 2012 we will:

- Fully establish the NES AHP Advisory Group
- Develop an AHP Communication and Listening strategy
- Develop a web based resource called the 'AHP Directory: Connecting You to AHPs in Scotland' that will direct users to the most appropriate groups to support their needs.
- Provide education that supports AHPs to enhance their skills in relation to communication and human relationships. We will look at how effective this education is by evaluating it in demonstrator sites.
- Develop online resources for staff to enhance and reflect on skills, approaches and behaviours which support self management. By the end of March 2012 we will be able to demonstrate usage of these online educational resources.
- Work with Talking Mats Career Fellows to test the new online learning programme about how to communicate better with people with communication support needs.
- Get better at using technologies for communication e.g. video-conferencing, tele-meetings. We will also look at how we can use social media to make us, the AHP Team and NES resources easier to access.
- Update our website
- Publish our plans and progress