

ABSTRACT

This thesis deals with communication process among staff in a nursing home (the facility requested not to be named). It deals as well with implementing change in the structure of multidisciplinary staff meeting in the same nursing home to improve team cooperation and to fulfill Standards for Quality in Social Services.

In four chapters of the theoretical part, author follows introduction to the topic of human communication and intracompany communication to determine researched domain. For the same reason author later deals with subject of teams, it's creation, leadership and team roles. Third chapter pursues topic of meetings, their benefit, types and rules how to conduct an effective meeting. Theoretical part ends with contextualization of communication process within the Standards for Quality in Social Services.

Practical part contains diagnostics of communication process among staff in a nursing home that showed the need to conduct change in the structure of multidisciplinary staff meeting. Other chapters deal with the process of the change from the stage of laying out the goal of the change, over diagnosis of the actual state of the meeting with the use of qualitative research to the phase of a creation of a new methodic directive for multidisciplinary staff meeting.

Key words: communication process in social services, human communication, intracompany communication, conducting meetings, Standards for Quality in Social Services, multidisciplinary team, organizational diagnostics