**Advanced Communication Skills Training**

Audience : national

Delivery : blended

Suitable for levels: Enhanced, Advanced, Consultant

Capabilities

1. 1 Seek and engage with individuals’ perspectives on their condition, their preferences for their care, and what is important to them and their carers in terms of treatment goals and outcomes

1. 2 Demonstrate understanding of the individual and show empathy for the impact of their cancer diagnosis

1. 3 Value and acknowledge the experience and expertise of individuals, their carers and support networks

1. 9 Value collaborative involvement and engage people with cancer to improve and co -produce person -centred, quality services

1.10 Adhere to legal, regulatory and ethical requirements, professional codes, and employer protocols

1.12 Demonstrate safe, effective, autonomous, reflective practice

1.15 Work effectively as part of a team, using their professional knowledge and skills, and drawing on those of their colleagues

1.16 Promote person -centred care to meet individuals’ best interests and to optimise service delivery

2. 2 Critically reflect on how own values, attitudes and beliefs might influence own professional behaviour and interactions

2. 4 Identify and act appropriately when own or others’ behaviour undermines equality, diversity and human rights

2. 5 Reflect on and address appropriately ethical/moral dilemmas encountered during own work which may impact on care to people affected by cancer. Advocate equality, fairness and respect for people and colleagues in day to day practice

3. 1 Consistently role model highly developed interpersonal and advanced communication skills to engage in effective, appropriate, enabling and complex interactions with individuals, carers and colleagues in the clinical environments and roles in which they practise.

3. 2 Use advanced skills in listening and information-processing, alongside empathetic skills to assess, explore and respond to individuals’ complex needs and concerns

3. 3 Select appropriate language and media (including remote consultation such as telephone, skype, sign language, written etc) to facilitate effective communication and interactions with people affected by cancer

3. 4 Respond sensitively to individual preferences and needs, and uphold and safeguard individuals’ interests

3. 7 Use active listening and facilitation skills to enable individuals to talk about their concerns and priorities relating to their cancer symptoms and implications of its treatment

3. 8 Help individuals and carers to understand their care options, sharing information on the risks, benefits, consequences, and potential outcomes in a clear, open way to support shared decision-making

3. 9 Promote value-based decision making, critically evaluating and appropriately applying their knowledge and skills in a person-centred way, challenging predetermined protocols or workplace imperatives where necessary

4. 1 Actively listen to and communicate effectively with others, recognising that both are an active, two-way process

4. 2 Critically appraise communication strategies and be able to optimise communication approaches appropriately using skills such as active listening e.g. frequent clarifying, paraphrasing and picking up verbal cues such as pace, pauses and voice intonation

4. 3 Reflect on communication strategies and skilfully adapt those employed to ensure communication strategies foster an environment of person empowerment

4. 4 Communicate in ways that build and sustain relationships, seeking, gathering and sharing information appropriately, efficiently and effectively to expedite and integrate people’s care

4. 5 Communicate effectively, respectfully and professionally with service users and carers at times of conflicting priorities and opinions

4. 6 Convey information and address issues in ways that avoid jargon and assumptions; respond appropriately to questions and concerns to promote understanding, including use of verbal, written and digital information

4. 7 Engage with individuals and carers and respond appropriately to questions and concerns about their cancer related symptoms and its impact on their current situation and potentially in the future drawing on practitioners’ in-depth knowledge of cancer and its effects

4. 8 Autonomously adapt verbal and non-verbal communication styles in ways that are empathetic and responsive to people’s communication and language needs, preferences and abilities (including levels of spoken English and health literacy)

4. 9 Communicate effectively with individuals who require additional assistance, such as sensory or cognitive impairments, to ensure an effective interface with a practitioner, including the use of accessible information

4.10 Evaluate and remedy situations, circumstances or places which make it difficult to communicate effectively (e.g. noisy, distressing environments which may occur during home visits, care home visits or in emergency situations), and have strategies in place to overcome these barriers

4.11 Consult in a highly organised and structured way, with professional curiosity as required, whilst understanding the constraints of the time limited nature of consultations and ensure communication is safe and effective.

4.12 Adapt communication approaches to non-face to face situational environments e.g. phone, video, email or remote consultation

4.14 Respond to people effectively, respectfully and professionally, including carers and families, especially at times of conflicting priorities and opinions and be able to facilitate shared agenda setting using a triadic consultation approach.

4.15 Select effective, situation and patient appropriate history taking and consultation skills drawing on knowledge and expertise in advanced communication skills

6. 1 Provide information and advice appropriate to the needs, priorities and concerns of individuals

6. 2 Respond to individuals’ descriptions of their needs, preferences and concerns to ensure that care plans meet their goals and needs, managing the changing needs and expectations of patients and their families and ensures care plans reflect the new priorities

6. 4 Acknowledge and respect the decisions made by individuals concerning their health and wellbeing in relation to cancer, cancer treatments, survivorship and late effects care

7. 3 Provide individuals with accessible information to support their intervention plan, for instance, crib sheet/audio visual material of signs and symptoms to be monitored in relation to cancer, cancer treatments, recurrence or likely late effects

7. 5 Critically assess written information/websites before recommending them

7. 6 Evaluate individual’s understanding of information, (including written, visual and audio-based information), communicate effectively to correct misunderstandings and explain complex medical terminology in lay terms

8. 1 Practise within their professional and personal scope of practice and access specialist advice or support for the individual or for themselves when appropriate

8. 2 Engage in effective inter-professional communication and collaboration with clear documentation to optimise the integrated management of the individual with cancer

9. 3 Support individuals to develop confidence in their ability to cope with transition points in their care such as on discharge from hospital care to self-managing at home, supporting independence and acts as an advocate as appropriate

10. 3 Structure consultations so that the person and/or their carer/family (where applicable) is encouraged to express their ideas, concerns, expectations and understanding

10. 5 Use active listening skills and open questions to effectively engage and facilitate shared agenda setting

10. 6 Explore and appraise peoples’ ideas, concerns and expectations about their symptoms and condition and whether these may act as a driver or form a barrier

10. 7 Understand and apply a range of consultation models appropriate to the clinical situation and appropriately across physical, mental and psychological presentations

10. 8 Be able to undertake general history-taking, and focused history-taking to elicit and assess ‘red flags,’ acute oncological presentations, reoccurrence, cancer treatment side effects and late effects

10.12 Deliver diagnosis and test/investigation results, (including bad news) sensitively and appropriately in line with local or national guidance, using a range of mediums including spoken word and diagrams for example to ensure the person has understanding about what has been communicated

12.21 Recognise when a clinical situation is beyond individual capability or competence and escalate appropriately

14. 6 Communicate risk effectively to people and involve them appropriately in management strategies and decision making

15. 8 Be able to confidently explain and discuss risk and benefit of non-cancer and chemotherapy medication with people using appropriate tools to assist as necessary

17. 2 Understand and use behaviour change techniques such as motivational interviewing and health coaching to facilitate cancer patients to understand the contribution of healthy lifestyle behaviours in promoting and sustaining recovery and well-being prior to, during and after treatment

17. 3 Teach individuals to carry out self-monitoring and self-care, mentoring them in the process, including recognising symptoms that require further advice/investigation and the pathways available for accessing this care

20. 1 Take a structured history of a patient presenting with palliative care needs or in the last days of life

21. 2 Respond positively when services are under pressure, acting in a responsible and considered way to ensure safe practice