**Intermediate Communication Skills Training**

Audience: National

Delivery : live online

Suitable levels: Supportive, Assistive, Registered

Capabilities

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

1.12 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. 3 Use critical self-awareness of their own values, beliefs, prejudices, assumptions and stereotypes to mitigate the impact of these in how they interact with others

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. 6 Demonstrate respect for individuals’ expertise in their own life and condition and empower and support them to retain control and to make choices that fit with their goals

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

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. 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

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

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

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

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