**Telecommunications**

Audience: national

Delivery: face to face

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. 4 Use their clinical-reasoning skills to undertake an in-depth assessment of the presenting problem, interpret findings, develop working and differential diagnoses, formulate, communicate, implement and evaluate management plans

2. 1 Demonstrate professional practice in own day to day clinical 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. 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. 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

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

10.12 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

11. 5 Use nationally recognised tools where appropriate to assess peoples’ condition and symptoms

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

14. 3 Manage both practitioner and peoples’ uncertainty

18. 3 Depending on profession, undertake assessment, plan care for and manage treatment-related and disease related symptoms using appropriate evidence-based screening and assessment tools