Competence 3. Relating & Communicating to Others

You will need to know and understand:

Level 3 and 4
1. Appropriate ways to work with individuals so that they have confidence in you
2. How to put individuals at ease and encourage them to take part in health-related activities
3. How to apply listening skills, empathy and compassion when necessary
4. How to use effective forms of questioning to encourage discussion
5. The importance of effective written and verbal communication and personal presentation
6. How to present information clearly, concisely, accurately and in ways that aid understanding
7. The importance of communicating reliable evidenced-based health information
8. How to present information to respond to the needs and capabilities of the individual/group
9. The importance of communicating to individual(s) in a way that is consistent with their level of understanding, language, culture, background and preferred ways of communicating
10. How to use and adapt quickly to different communication channels to engage with individuals
11. How your communication skills reflect on you, your organisation and workplace
12. How and when to follow lines of communication within your organisation which enable you to liaise with appropriate individuals at the suitable time
13. The importance of ethical conduct when communicating with individuals/group

Level 5
14. How to structure and design activities including presentations which are appropriate for the individuals, taking into account size of the group
15. Diplomatic methods of working with, and resolving conflicts and barriers that you are likely to encounter when communicating with individuals

NOS ref: GEN62, GEN18, HT4, GEN97

Departments of Food, Health and Social Care

20/21

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