

## Overview

This standard identifies the requirements when you promote effective communication for individuals. It includes identifying individual's communication preferences and needs, supporting individuals to communicate and communicating effectively with others through records and reports.

## Performance criteria

### *You must be able to:*

1. establish consent and access information on the communication preferences and needs of individuals
2. work in partnership with individuals and others to confirm communication preferences and needs, in line with care or support plans
3. work in partnership with individuals and others to identify their verbal and non-speaking communication styles
4. arrange environments and your position to maximise effective communication
5. encourage individuals to access and use any support, aids, digital tools or devices for communication
6. use communication styles and methods appropriate to the content and purpose of interactions
7. support the independence of individuals to express their thoughts and emotions
8. use an appropriate language level, tone and pace to promote participation and a shared understanding of interactions
9. listen and respond in ways that shows you value and respect individuals
10. support individuals to communicate with others
11. model effective interactions with individuals and others
12. adapt your communication styles and methods to meet the preferences and needs of individuals
13. support individuals and others to feedback on if their communication preferences and needs have been met, in line with care or support plans
14. support individuals and others to discuss records and reports concerning them
15. exchange information with others to inform their work and yours
16. complete records and reports required for effective communication
17. reflect on how you carried out your roles and responsibilities when promoting effective communication

## Knowledge and understanding

### *You need to know and understand:*

1. how to access information and support to develop your communication
2. how differences and experiences can impact the way individuals communicate
3. the influence of neurodivergence and additional needs on communication and language needs of individuals and others
4. the influence of culture and background on verbal and non-speaking communication of individuals and others
5. factors that can have a positive or negative effect on communication and language development
6. how communication can impact the identity and self-esteem of individuals
7. what action to take if communication conveys stress or distress of individuals
8. the importance of dignity, kindness and compassion in effective communication
9. methods and techniques to promote communication skills to enable individuals to express their needs, views and preferences
10. different types of aids, digital tools and devices to support communication
11. how environments and positioning can support and inhibit different communication needs
12. how to arrange environments and positions to maximise effective communication
13. how to apply trauma informed principles to promote effective communication
14. how to recognise behaviour as a form of communication
15. how to support emotional regulation during communication
16. the role of interaction in developing and supporting the language and communication of individuals
17. the importance of play or activities in supporting effective communication
18. the principles of active listening
19. how to gain permission to access records and reports
20. the workplace requirements for completing records and reports
21. the difference between fact, opinion, and judgement when recording information
22. why professional communication is important in the workplace
23. how to respond to issues and concerns that could impact on the rights of individuals to effective communication
24. theories relevant to promoting effective communication

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- 25. the relevant legal requirements, standards of practice, frameworks and guidance for promoting effective communication
- 26. the workplace requirements on equality, diversity, inclusion, and rights when promoting effective communication
- 27. how to work in partnership with others to promote effective communication
- 28. how your personal experiences and unconscious bias may impact when promoting effective communication, and how to address this
- 29. the role of supervision, reflective practice and learning and development in effective communication

## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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