**C1 – COMMUNICATION**

**Level 1 - Communicate with a limited range of people on day-to-day matters**

* I introduce myself and speak to people in a courteous and respectful manner at all times.
* I speak to people in a way that they can understand or I find help for people who have special communication needs.
* I listen and ask questions to check that I understand what people need.
* When required, I provide accurate, up to date information verbally and/or in writing in line with my organisation's policies and standards.
* If required, I share relevant information with appropriate people, making sure it is accurate and in line with my Organisation's confidentiality policy.

**Level 2 - Communicate with a range of people on a range of matters**

* I listen and ask questions to check that I understand what people need.
* I support people who need help to communicate their own needs or other people's needs.
* I make sure that my body language, eye contact and tone of voice are appropriate at all times.
* I keep accurate, complete and up to date records in line with my organisation's policies and standards.
* When required, I share relevant information making sure it is accurate and in line with my organisation's Confidentiality policy.

**Level 3 - Develop and maintain communication with people about difficult matters and/or in difficult situations**

* I know the range of people that I need to regularly communicate with and recognise that different styles of communication are required for different patient/client or other groups.
* I use language and terms that people can understand.
* I actively involve people when establishing their preferred method of communication, language and any extra support or specific aid that they require, including interpretation services.
* I take account of the factors that influence a person's ability to communicate e.g. ill health, anxiety or distress, disability and other factors.
* I am able to recognise when a person finds it hard to communicate and can respond effectively.
* If I am uncertain that something has been clearly understood, I summarise the information using different words, phrases and expressions and/or encourage people to ask questions to assist understanding.
* I constructively and sensitively give feedback to colleagues about the impact their communication has on others and support them to reflect on this and improve their practice.
* I maintain complete and accurate records of my activities and communications in line with my organisation' policies and procedures and, if applicable, the professional standards of my regulatory body.
* I share necessary information with relevant people in a professional and secure manner, maintaining appropriate confidentiality levels at all times.
* I follow my organisation's Information Governance policies.
* If relevant to my role, I consistently apply my organisation's policies and guidelines on informed, implied and expressed consent.

**Level 4 - Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations**

* I know the range of stakeholders that need to be involved in my communications, assessing when it may be necessary to involve others and how this can best be done.
* I am aware of the diverse range of people who use my service and I choose communication methods and approaches best suited to their level of understanding, background and culture.
* I identify ways to engage individuals and groups changing the content and style of my communication to promote positive outcomes.
* I communicate effectively and calmly in difficult or challenging situations.
* I take account of the factors that influence a person's ability to communicate e.g. ill health, anxiety or distress, disability and provide assistance to those who need help to communicate their own or other people's needs.
* I use effective listening and questioning techniques to actively assess people's levels of understanding.
* I take appropriate action to meet people's language and communication needs.
* I ensure that effective communication structures are in place to keep people well informed.
* I regularly seek feedback and reflect on the outcomes of my communication and identify ways to further develop my skills.
* I work in accordance with legal, professional, organisational and inter-agency policies and procedures for accessing and completing records and reports and support others to do so.
* I share necessary information with relevant people in a professional and secure manner, maintaining appropriate confidentiality levels at all times.
* I follow my organisation's policies with regard to Information Governance.
* If relevant to my role, I consistently apply my organisation's policies and guidelines on informed, implied and expressed consent.