Annexe A: Communication and relationship management skills

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In order to meet the proficiency outcomes outlined in the main body of this document, nursing associates must be able to demonstrate the communication and relationship manag

At the point of registration, the nursing associate will be able to safely demonstrate the following skills:

1. Underpinning communication skills for providing and monitoring care:

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1.1actively listen, recognise and respond to verbal and non-verbal cues

1.2use prompts and positive verbal and non-verbal reinforcement

1.3use appropriate non-verbal communication including touch, eye contact and personal space

1.4make appropriate use of open and closed questioning

1.5speak clearly and accurately

1.6use caring conversation techniques

1.7check understanding and use clarification techniques

1.8be aware of the possibility of own unconscious bias in communication encounters

1.9write accurate, clear, legible records and documentation

1.10clearly record digital information and data

1.11provide clear verbal, digital or written information and instructions when sharing information, delegating or handing over responsibility for care

1.12recognise the need for translator services and material

1.13use age appropriate communication techniques.

2. Communication skills for supporting people to prevent ill health and manage their health challenges:

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2.1effectively share information and check understanding about:

- preventative health behaviours that help people to make lifestyle choices and improve their own health and wellbeing
- a range of common conditions including: anxiety, depression, memory loss, diabetes, dementia, respiratory disease, cardiac disease, neurological disease, cancer, skin problems, immune deficiencies, psychosis, stroke and arthritis in accordance with care plans

2.2clearly and confidently explain to the individual and family how their lifestyle choices may influence their health. This includes the impact of common health risk behaviours including smoking, diet, sexual practice, alcohol and substance use

2.3use appropriate materials, making reasonable adjustments where appropriate to support people's understanding of what may have caused their health condition and the implications of their care and treatment

2.4use repetition and positive reinforcement strategies

2.5recognise and accommodate sensory impairments during all communications

2.6support and monitor the use of personal communication aids

2.7address and respond to people's questions, recognising when to refer to others in order to provide accurate responses

2.8identify the need for and manage a range of alternative communication techniques

2.9engage in difficult conversations with support from others, helping people who are feeling emotionally or physically vulnerable or in distress, conveying compassion and sensitivity.

3. Communication skills and approaches for providing therapeutic interventions:

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3.1identify the need for and use appropriate approaches to develop therapeutic relationships with people

3.2demonstrate the use of a variety of effective communication strategies:

- reassurance and affirmation
- de-escalation strategies and techniques
- distraction and diversion strategies
- positive behaviour support approaches.

4. Communication skills for working in professional teams:

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Demonstrate effective skills when working in teams through:

4.1active listening when receiving feedback and when dealing with team members' concerns and anxieties

4.2timely and appropriate escalation

4.3being a calm presence when exposed to situations involving conflict

4.4being assertive when required

4.5using de-escalation strategies and techniques when dealing with conflict.

5. Demonstrate effective supervision skills by providing:

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5.1clear instructions and explanations when supervising others

5.2clear instructions and checking understanding when delegating care responsibilities to others

5.3clear constructive feedback in relation to care delivered by others

5.4encouragement to colleagues that helps them to reflect on their practice.