

Communication Skills Preparatory Task

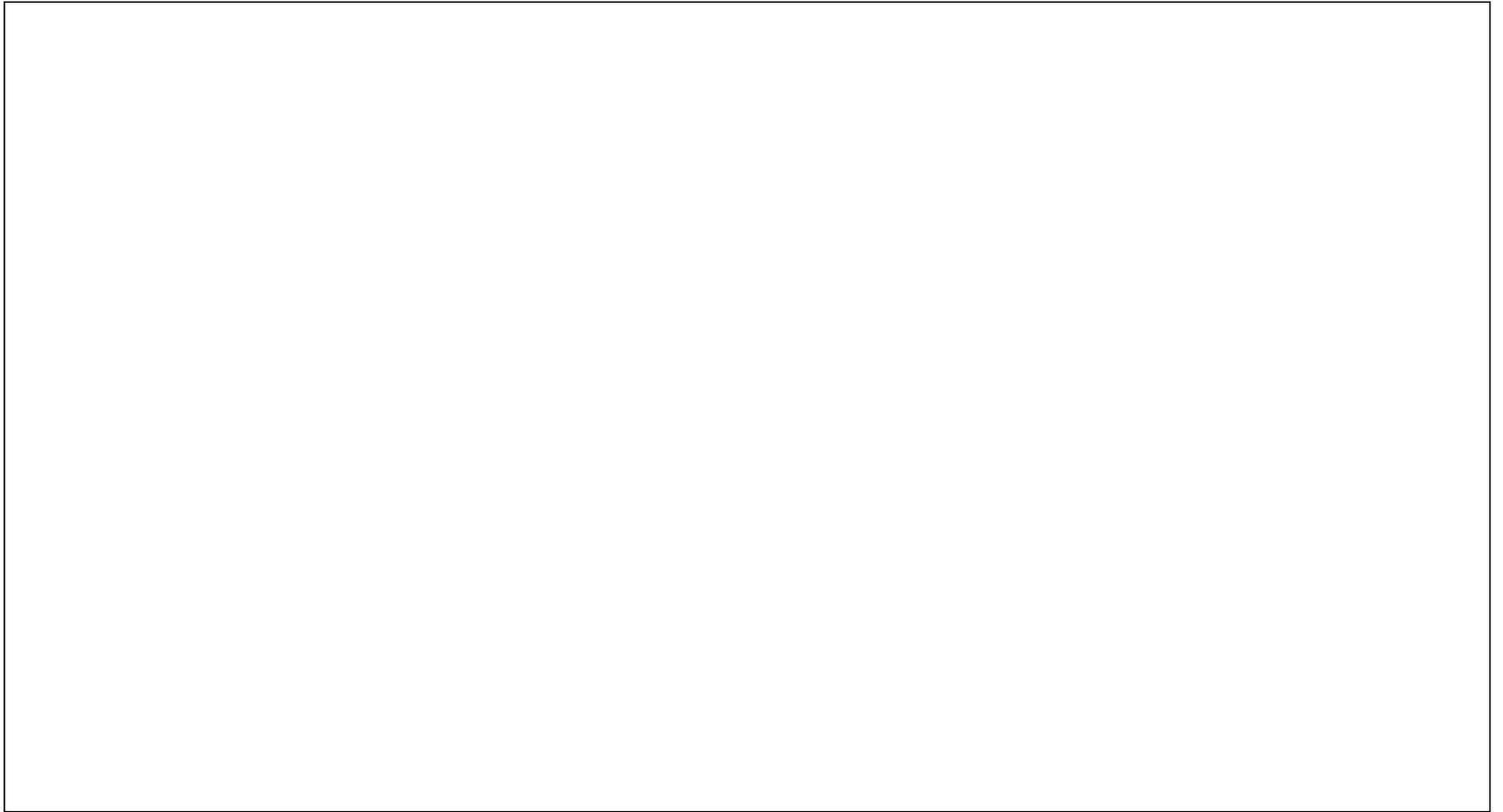
In preparation for the Skills Session on 22nd January please identify how your skills that are in direct communication with service user(s) or carer(s) have developed since the point of qualification. Please reflect on specific incidents where you recognise that you have been successful in influencing a positive outcome - what contributed to this?

In addition, please identify an area of communication with service users or carers that you want to improve on. Are prepared to share this with your colleagues during the session?

Please see the outline of key skills that we will focus on during the session.

Reflective Account of Practice Situation:

Please provide a summary of the case example you will refer to for your communication skills self-evaluation (nature/purpose/aim of the contact): What happened? How did you respond? What was the outcome? And, how did the key communication skills facilitate the outcome?



Communication Skills Self-Assessment

Please see the outline of key skills that we will focus on during the session. Having reflected on your strengths and areas for development, please evaluate specific skills as identified below as a starting point for the training day.

Skills Rating Score: 5 = Confident and consistent; 4 = Fairly consistent in most situations; 3= Average but recognise room to develop; 2 = Variable depending on whether this is a new situation; 1 = Needs attention

Skill	Evidence	Rating
Initial engagement skills	To build a rapport, clarifying what your role is, and to ensure that the service user understands what the purpose of the contact is.	
Listening skills	Convey interest and sense of purpose in your conversation with the other person. Picking up verbal and non-verbal cues.	
Ability to empathise	Have you expressed yourself in a way that the service user can correct and which involves them in creating understanding? Use a range of questions & statements.	
Ability to clarify issues	Convey that you have heard and understood how the service user is feeling. Demonstrate warmth & care.	
Ability to challenge	Invitations to change: to recognise that to achieve a constructive outcome that the service user may need to change their perspective on the problem	
Outcomes	What does the service user want? Focus on strengths, capabilities and solutions	
Ability to work with difference	Acknowledging that the person in front of you may have experienced discrimination in other places, and to be aware and recognise that that there may be discrimination within the culture of the service you work in, in your own practice.	