

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Patient Care					
TSC	Effective Client Communication					
TSC Description	Demonstrate effective communicative skills when communicating with clients and caregivers					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HCE-PTC-3011-1.1	HCE-PTC-4011-1.1	HCE-PTC-5011-1.1	
			Communicate assessment results, intervention plans, outcomes to clients and/or caregivers for routine cases and seek guidance for complex and/or novel cases	Communicate assessment results, intervention plans, outcomes, service recovery plan to clients and caregivers for routine and complex cases independently. Provide guidance to junior therapists where necessary	Develop and review departmental communication guidelines when engaging with clients and caregivers for routine and complex cases	
Knowledge			<ul style="list-style-type: none"> • Range of communication techniques • Methods to build trust and rapport with clients • Counselling techniques • Cultural considerations to be taken into account in client communication • Organisation guidelines and procedures on client communication • Ethical and legal considerations in the handling and communication of sensitive or confidential information 	<ul style="list-style-type: none"> • Negotiation techniques • Conflict management techniques • Types of service recovery 	<ul style="list-style-type: none"> • Leading practices in the communication of therapy-related topics to relevant stakeholders • Mediation techniques 	
Abilities			<ul style="list-style-type: none"> • Engage in effective verbal communication and active listening skills • Adopt appropriate communication styles to achieve intended objectives with the intended audience • Communicate with clients and caregivers to deliver care and facilitate 	<ul style="list-style-type: none"> • Guide clients and caregivers to manage expectations and concerns • Summarise and interpret client assessments for complex cases • Adapt verbal and non-verbal communication accordingly in challenging situations or 	<ul style="list-style-type: none"> • Guide therapists on using appropriate communication techniques during client communication • Develop relevant procedures to guide newer therapists in communicating with clients and/or caregivers 	

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			<p>the understanding of clients' needs</p> <ul style="list-style-type: none"> • Develop rapport with clients and caregivers • Explain clients' results and therapy plans in a clear and concise manner cognisant of the patients' health literacy • Discuss and negotiate therapy plans, goals and discharge plans with clients and/or caregivers • Use appropriate communication techniques to convey results, expected goals and outcomes to clients and caregivers 	<p>situations that involve multiple and/or competing interests</p>	<ul style="list-style-type: none"> • Present complex, sensitive or contentious information to relevant stakeholders • Disseminate latest and/or accurate information related to continuity of care to clients with complex conditions • Guide others in producing and delivering effective written and electronic communication to clients 	
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