



**ALPS Communication Competency Map**

Cluster	Dimension Statement	Element	Performance Criteria
<p><b>Providing Information</b></p>	<p><b>Provide information to service users, carers, colleagues and other professionals</b></p>	<p>The student manages confidential and sensitive information appropriately</p>	<ul style="list-style-type: none"> <li>○ The student is able to identify confidential and sensitive information</li> <li>○ The student understands relevant standards, policies and legislation</li> </ul>
		<p>The student communicates precise information clearly, completely, appropriately and in a timely manner</p>	<ul style="list-style-type: none"> <li>○ The student select appropriate information</li> <li>○ The student plans information delivery</li> <li>○ The student delivers information appropriately (sensitively, empathically, confidently, timely, comprehensively)</li> <li>○ The student reflects and modifies delivery of information</li> <li>○ The student checks service user understanding</li> <li>○ The student identifies potential risks and benefits during information delivery</li> </ul>
		<p>The student provides relevant information in a manner that is empowering and enabling</p>	<ul style="list-style-type: none"> <li>○ The student identifies appropriate resources</li> <li>○ The student recognizes what can and can't be shared</li> <li>○ The student recognizes own and service users capabilities and needs</li> <li>○ The student adapts and interprets information suitable for target audience</li> <li>○ The student respects choices and diversity</li> <li>○ The student demonstrates skills in encouraging and motivating</li> </ul>

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<p><b>Relationships &amp; Networks</b></p>	<p><b>Build relationships and trust with service users, carers and colleagues. Build networks with colleagues, institutions and outside agencies.</b></p>	<p>The student demonstrates the ability to foster appropriate professional relationships</p>	<ul style="list-style-type: none"> <li>○ The student respects the expertise of health and social care professionals and service users and works with these people for the benefit of the service user</li> <li>○ The student is polite, respectful, professional, truthful, confident and ethical</li> <li>○ The student adheres to professional codes of practice and conduct</li> <li>○ The student identifies and respects professional boundaries</li> <li>○ The student knows when to refer to others</li> <li>○ The student listens actively and questions appropriately</li> <li>○ The student gathers, gives and acts on feedback</li> <li>○ The student reflects on and evaluates the dynamics of relationships</li> <li>○ The student has knowledge and self awareness of personal boundaries in context of diversity and anti oppressive attitudes</li> </ul>
		<p>The student is able to adapt their communication style to suit different situations.</p>	<ul style="list-style-type: none"> <li>○ The student deals constructively with conflict and agreement</li> <li>○ The student uses verbal and nonverbal skills to guide communication</li> <li>○ The student negotiates, clarifies and sets boundaries</li> <li>○ The student recognizes situations where style needs to be adapted to reduce barriers to communication e.g. the use of sign language / an interpreter may be appropriate</li> <li>○ The student respects and supports others (dignity, rights, privacy, autonomy and equality)</li> </ul>
		<p>The student is able to utilize appropriate networks to facilitate an effective service.</p>	<ul style="list-style-type: none"> <li>○ The student has knowledge of up to date and appropriate networks</li> <li>○ The student has knowledge of the expertise of other professional groups</li> </ul>

			<ul style="list-style-type: none"> <li>○ The student has the ability to research resources</li> <li>○ The student enables service users to access appropriate services and resources</li> <li>○ The student accesses appropriate services and resources on behalf of service user</li> <li>○ The student is able to reflect and contribute to evaluation of services</li> </ul>
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<b>Influencing &amp; Negotiating</b>	<b>Influence the behaviour of others, policies, services and procedures</b>	The student is able to communicate in a way that has a positive impact on the service users attitude towards managing their own health	<ul style="list-style-type: none"> <li>○ The student presents a positive image of themselves and the service</li> <li>○ The student is able to identify factors which indicate service user's readiness for change</li> <li>○ The student is able to establish the service user's viewpoint</li> <li>○ The student avoids jargon</li> <li>○ The student recognises and interprets service user's verbal and non verbal cues</li> <li>○ The student optimises the physical environment to facilitate communication</li> </ul>
		Student is able to identify and articulate their role in a way that promotes positive interactions	<ul style="list-style-type: none"> <li>○ The student recognises the difference between simple and complex situations</li> <li>○ The student recognises when to refer to other professions</li> <li>○ The student recognises when to ask for guidance</li> <li>○ The student advises service user they are a student</li> <li>○ The student is able to reflect and articulate their rationale for action.</li> </ul>
		Student is able to identify, negotiate and agree realistic objectives	<ul style="list-style-type: none"> <li>○ The student confirms with service user reason for visit and intended outcomes</li> <li>○ The student considers and discusses alternative options</li> <li>○ The student facilitates discussion in order to agree shared objectives.</li> <li>○ The student recognizes occasions when complete resolution may not be possible</li> <li>○ The student is supportive and encouraging</li> </ul>
		Student is able to assess outcomes and adapt future strategies	<ul style="list-style-type: none"> <li>○ The student sets timescales for review of work</li> <li>○ The student readjusts work in light of review</li> <li>○ The student recognises and responds to unexpected factors and/or events</li> </ul>

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<b>Gathering &amp; Processing Information</b>	<b>Gather, interpret, synthesize, analyse and record information accurately from a variety of sources</b>	The student uses a variety of verbal & non verbal interactions to encourage people to provide them with relevant information	<ul style="list-style-type: none"> <li>○ The student opens and closes the interaction appropriately</li> <li>○ The student uses body language appropriate to the situation</li> <li>○ The student positions themselves appropriately</li> <li>○ The student uses verbal or written language appropriate to the situation</li> </ul>
		The student uses a style of enquiry appropriate to the situation	<ul style="list-style-type: none"> <li>○ The student uses open and closed questions</li> <li>○ The student demonstrates active listening</li> <li>○ The student employs alternative enquiry techniques and other resources appropriately</li> </ul>
		The student verifies the information gathered from a variety of sources	<ul style="list-style-type: none"> <li>○ The student uses alternative sources to corroborate information where necessary</li> <li>○ The student checks and confirms information accuracy with the source of that information</li> </ul>
		The student records & reports information clearly and accurately	<ul style="list-style-type: none"> <li>○ The student consistently records accurate and complete information consistent with current standards, legislation, policies and procedures</li> <li>○ Written language may be in paper or electronic format</li> </ul>
		The student is able to prioritise, analyse, evaluate and apply information from a variety of sources	<ul style="list-style-type: none"> <li>○ The student is able to identify and select information from a variety of sources</li> <li>○ The student is able to prioritise information received from a variety of sources</li> <li>○ The student is able to analyse information received from a variety of sources</li> <li>○ The student is able to evaluate information received from a variety of sources</li> <li>○ The student is able to apply information received from a variety of sources</li> </ul>

