

## Overview

This standard is about communicating effectively with individuals in a healthcare environment. You will be expected to communicate effectively with a number of people in a variety of situations. You will be expected to use your initiative and follow organisational procedures in times of crisis.

## Performance criteria

### *You must be able to:*

- P1. select the most appropriate method of communication and confirm with individuals that this is their preferred method of communication
- P2. establish consent and access information on the communication preferences and needs of individuals
- P3. ensure that the environment for communication is as conducive as possible for effective communication
- P4. identify any communication barriers with the individual
- P5. clarify points and check that you and others understand what is being communicated
- P6. actively listen and respond appropriately to any questions and concerns raised during communications
- P7. establish lines of communication which enable you to communicate with individuals in other locations in times of need or emergency
- P8. maintain confidentiality of information where appropriate to do so
- P9. reflect on how you carried out your role and responsibilities to communicate effectively, with feedback from others

## Knowledge and understanding

### *You need to know and understand:*

K1. the importance of responding promptly and appropriately

K2. the importance of:

- a. focusing on the individual
- b. space and positioning when communicating
- c. body language and eye contact when communicating
- d. giving individuals sufficient time to communicate
- e. using the individual's preferred means of communication and language
- f. checking that you and the individuals understand each other
- g. adapting your communications to aid understanding
- h. active listening

K3. the difficulties that can arise as a result of specific situations in your area of work and how and where to seek advice when faced with situations outside your sphere of competence

K4. methods of working with, and resolving conflicts or barriers that you are likely to encounter when communicating with individuals

K5. methods and ways of communicating that:

- a. support equality and diversity
- b. support the rights of people to communicate in their preferred method, media and language
- c. are effective when dealing with, and challenging discrimination when communicating with individuals

K6. the principles of confidentiality, security and sharing of information for the environment in which you work

K7. how to adapt communication styles in ways which are appropriate to the needs of the individual

K8. how your communication skills reflect on you, your organisation and/or workplace

K9. how to complete and safely store all relevant documentation in accordance with organisational requirements

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Communicate effectively in a healthcare environment

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