

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Communication
Skills Standard Title	Facilitate Effective Communication and Engagement at the Workplace
Skills Standard Descriptor	Facilitate effective communication within the team and use appropriate communication, conflict resolution and negotiation skills to build rapport and relationship with clients, colleagues and stakeholders.
Skills Proficiency Level	Level 2 (Previously 'Intermediate' under CCSSF)
Source Code	CCSSF-IIS-C-3002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Stakeholders to interact with, which may include: ○ Client ○ Client's next-of-kin ○ Caregiver ○ Vendors (e.g. government agencies) • Types of communication platforms, which may include: ○ Emails ○ Telephone ○ Face-to-face ○ Department/team meetings ○ Notes ○ Documentations • Approaches to structure content/information in various communication platforms • Communication types for different platforms, which may include: ○ Verbal communication ○ Non-verbal communication i.e. eye contact, body language, etc. • Rapport and relationship building techniques, which may include: ○ Accept differences ○ Listen effectively ○ Understand with empathy ○ Learn to trust ○ Manage emotions ○ Acknowledge limitations ○ Give response ○ Provide assistance • Types of workplace conflicts, which may include: ○ Misunderstanding ○ Miscommunication ○ Different work handling style ○ Different ideas ○ Personality clash ○ Work allocation and assignments, for examples: ▪ Language barriers ▪ Tone ▪ Verbal /non-verbal cues ▪ Lack of response ▪ Misinterpretation

- Channels of communications used

- Conflict resolution strategies and steps, which may include:
 - Identify source of conflict
 - Look beyond incident
 - Explore solutions
 - Identify solutions both parties can support
 - Reach agreement
 - Negotiate work tasks (e.g. scheduling, duty roster)
 - Karpman Drama Triangle (a social model to solve conflict)
- Circumstances where negotiations take place, which may include:
 - Booking of ambulance
 - Work allocation / assignments
 - OT work
 - Meal time /requests by clients
- Negotiation techniques and skills, which may include:
 - Proper preparation
 - Avoid being emotional
 - Aware of bargaining chips
 - Apply effective listening skills
 - Offer and expect commitment
 - Provision of alternatives/options
 - Pacify the clients
 - Offer and seek collaboration
- Types of workplace engagement activities, which may include:
 - Meetings
 - Discussion
 - Brainstorming
 - Case studies
 - Sharing sessions
 - Workshops
 - Talks
 - Team bonding activities
 - Tea/lunch breaks
- Motivation techniques to encourage participation, which may include:
 - Communication
 - Creating safe environment
 - Buddy system
 - Being non-critical of individual
 - Listening
 - Open to each other's views and opinions
 - Workplace
 - Allocating time for participation / learning
 - Recognising members efforts, contributions
 - Celebrating success
- Organisational policies relating to:
 - Communication of information to clients and stakeholders
 - Limits to professional relationships with stakeholders
 - Conflict resolution in workplace
 - Conducting engagement activities in workplace
 - Code of conduct and personal boundaries

	• Legal and/or Industrial requirements in relation to support care functions, which may include: ○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore) ○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore) ○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council) ○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health) ○ Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff
Ability <i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	The ability to: • Maintain communication with stakeholders through various platforms. • Employ / use appropriate communication platforms. • Build rapport and relationship with stakeholders. • Promote effective communication with consideration for workplace diversity. • Escalate conflicts for resolution in accordance with organisational procedures in the event there are no effective outcomes. • Implement appropriate communication strategies for negotiation. • Implement appropriate conflict resolution strategies and skills to resolve conflict. • Respond appropriately to situations of conflict in line with organisation interests. • Identify engagement activities at workplace. • Encourage participation for engagement activities.
Person Centred Care <i>This refers to having a person centred care mindset to drive the caregiver to respect and recognise the decisions/choices of the person they are taking care of.</i>	Underlying principles: • Treating clients with dignity and respect by being aware of and supporting personal perspectives, values, beliefs, culture and preferences; respecting their privacy while encouraging independence of the individual; and listening to each other and working in partnership to design and deliver services.
Performance Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Facilitate effective communication and engagement at the workplace. • Apply appropriate techniques and skills to resolve conflicts and engage in negotiation with clients and stakeholders.