Australian Government

HLTENN002 Apply communication skills in nursing practice

Release: 2

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Modification History

Release	Comments
Release 2	This version was released in *HLT Health Training Package release 4.1.* Updated Knowledge Evidence to remove references to resources which are now obsolete.
Release 1	This version was released in *HLT Health Training Package release 3.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minimal change to knowledge evidence. Supersedes HLTEN502B

Application

This unit describes the skills and knowledge required to apply effective communication skills with a person, family or carer and with other healthcare professionals in a variety of health care settings.

Communication skills in nursing practice require using information technology as well as interpersonal skills applied therapeutically in nursing care and small group discussions.

This unit applies to enrolled nursing work carried out in consultation and collaboration with registered nurses, and under supervisory arrangements aligned to the Nursing and Midwifery Board of Australia regulatory authority legislative requirements.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Use effective communication	1.1 Apply principles of effective communication to

skills in complex situations.	facilitate, not inhibit, communication with the person.
	1.2 Maximise opportunities to involve the person and family or carer in their care and treatment.
	1.3 Clarify roles and responsibilities of the interdisciplinary health care team involved in communicating in complex situations, including clarifying own role as an enrolled nurse.
	1.4 Demonstrate politeness, respect and empathy in all interactions with the person, family or carer.
	1.5 Use health terminology correctly in written and verbal communication with the person, family or carer and with colleagues.
2. Identify and address actual and potential constraints to communication.	2.1 Identify early signs of potentially complex communication situations with a person, including with people who have hearing or vision impairments and require assistance.
	2.2 Implement strategies to address complex communication situations in accordance with relevant policies and procedures, and within scope of role.
	2.3 Demonstrate advocacy for a person in the health or community care setting.
3. Use information technology to support communication in nursing practice.	3.1 Use computers and related information technology to access, develop and adhere to reporting requirements according to organisation policy and procedures.
	3.2 Comply with organisation policy and procedures for electronic communication with the person, family or carer.
	3.3 Use information technology including the internet to access data appropriate to own role and organisation policy and procedures.
	3.4 Apply ethical principles and follow regulatory responsibilities when using social media and interacting online in nursing role.
	3.5 Maintain accurate documentation and adhere to reporting requirements to support safe practice according to organisation policy and procedures.
4. Lead small group	4.1 Monitor and respond appropriately to changing group

discussions.	dynamics.
	4.2 Clarify the purpose of group meetings and manage discussion to achieve identified objectives.
	4.3 Implement meeting procedures appropriate to the meeting's purpose.
	4.4 Clarify participants' roles and use communication strategies to support their effective contribution to discussion.
5. Give and receive feedback for performance improvement.	5.1 Identify effective communication strategies for giving and receiving feedback on own performance.
	5.2 Apply strategies that deliver constructive outcomes in giving and receiving feedback.
	5.3 Use appropriate language and a respectful manner in giving and receiving feedback.
6. Evaluate effectiveness of communication in complex situations.	6.1 Participate in debriefing sessions following communication for complex situations.
	6.2 Document, consider and report outcomes of communication strategies used to address complex situations.

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705