



**Australian Government**

# **HLTENN036 Apply communication skills in nursing practice**

**Release: 2**

## HLTENN036 Apply communication skills in nursing practice

### Modification History

| Release   | Comments                                                                                                                                                                                                                     |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release 2 | Release 2 HLTENN036 Apply communication skills in nursing practice supersedes and is equivalent to Release 1 HLTENN036 Apply communication skills in nursing practice.<br>Updated:<br>Mapping details and minor corrections. |
| Release 1 | HLTENN036 Apply communication skills in nursing practice supersedes and is equivalent to HLTENN002 Apply communication skills in nursing practice.                                                                           |

### Application

This unit describes the performance outcomes, skills and knowledge required to communicate effectively with people, families and carers, and with other health care professionals, in health care settings.

Communication in nursing practice requires 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 (NMBA) regulatory authority legislative requirements.

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

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Enrolled Nursing

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## Unit Sector

Enrolled Nursing

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

1. Use effective communication strategies.
2. Identify and address constraints to effective communication.
3. Use information technology to support communication in nursing practice.
4. Lead small group discussions.

### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Apply principles of effective communication to facilitate communications.
- 1.2. Maximise opportunities to involve the person, families and carers in care and treatment.
- 1.3. Clarify roles and responsibilities of the multidisciplinary health care team for effective communicating situations, including clarifying own role as an enrolled nurse.
- 1.4. Apply respectful and empathetic communication techniques.
- 1.5. Use contemporary health terminology in written and verbal communications.
- 2.1. Implement strategies within scope of practice to address communication situations in accordance with organisational policies and procedures.
- 2.2. Identify and address the need for advocacy for the person, families and carers in care.
- 3.1. Use information technology to prepare, document and communicate nursing patient clinical records and reports to the multidisciplinary health care team.
- 3.2. Comply with organisational policies and procedures for electronic communication.
- 3.3. Apply organisational policies and procedures to access data for the purpose of nursing care within scope of practice.
- 3.4. Apply ethical and legal regulatory requirements for electronic practices.
- 3.5. Apply Australian Health Practitioner Regulation Agency (AHPRA) social media guidelines to own practice.
- 3.6. Provide information in accordance with organisational policies and procedures to enable informed decision making.
- 4.1. Monitor and respond to changing group dynamics.
- 4.2. Clarify purpose of group meetings and manage discussion to achieve identified objectives.
- 4.3. Implement meeting procedures appropriate to meeting

- purpose.
- 4.4. Clarify participant roles and use communication strategies to support their effective contribution to discussion.
5. Give and receive feedback for performance improvement.
- 5.1. Apply communication strategies that deliver constructive outcomes in giving and receiving feedback.
- 5.2. Use language in a respectful manner to give and receive feedback.
- 5.3. Use constructive feedback to improve own professional performance.
6. Evaluate effectiveness of communication.
- 6.1. Participate in debriefing sessions following communication of situations.
- 6.2. Evaluate, document and report outcomes of applied communication strategies.

## Foundation Skills

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

## Unit Mapping Information

HLTENN036 Apply communication skills in nursing practice supersedes and is equivalent to HLTENN002 Apply communication skills in nursing practice.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

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