

Area 2 Communication

	EMR	PCP	ACP	CCP
GENERAL COMPETENCY 2.1 Practice effective oral communication skills.				
SPECIFIC COMPETENCY	SUB COMPETENCIES			
2.1.a Deliver an organized, accurate and relevant report utilizing telecommunication devices.	S	P	P	P
	Identify relevant legislation and regulations.	Identify relevant legislation and regulations.	Identify relevant legislation and regulations.	Identify relevant legislation and regulations.
	List the components of effective telecommunication.	List the components of effective telecommunication.	List the components of effective telecommunication.	List the components of effective telecommunication.
	Describe the components of a telecommunication report.	Describe the components of a telecommunication report.	Describe the components of a telecommunication report.	Describe the components of a telecommunication report.
	Organize information for a telecommunication report.	Organize information for a telecommunication report.	Organize information for a telecommunication report.	Organize information for a telecommunication report.
	Identify various telecommunication devices.	Identify various telecommunication devices.	Identify various telecommunication devices.	Identify various telecommunication devices.
	Describe the operational features of various telecommunication devices.	Describe the operational features of various telecommunication devices.	Describe the operational features of various telecommunication devices.	Describe the operational features of various telecommunication devices.
	Demonstrate use of various telecommunication devices.	Operate various telecommunication devices.	Operate various telecommunication devices.	Operate various telecommunication devices.
	Demonstrate an organized, accurate and relevant telecommunication report.	Perform an organized, accurate and relevant telecommunication report.	Perform an organized, accurate and relevant telecommunication report.	Perform an organized, accurate and relevant telecommunication report.

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2.1.b Deliver an organized, accurate and relevant verbal report.	S	P	P	P
	List the components of effective verbal communication.	List the components of effective verbal communication.	List the components of effective verbal communication.	List the components of effective verbal communication.
	Describe the components of a verbal report.	Describe the components of a verbal report.	Describe the components of a verbal report.	Describe the components of a verbal report.
	Organize information for a verbal report.	Organize information for a verbal report.	Organize information for a verbal report.	Organize information for a verbal report.
	Demonstrate an organized, accurate and relevant verbal report.	Perform an organized, accurate and relevant verbal report.	Perform an organized, accurate and relevant verbal report.	Perform an organized, accurate and relevant verbal report.
2.1.c Deliver an organized, accurate and relevant patient history.	S	P	P	P
	List the components of a patient history.	List the components of a patient history.	List the components of a patient history.	List the components of a patient history.
	Organize a patient history for the purposes of oral communication.	Organize a patient history for the purposes of oral communication.	Organize a patient history for the purposes of oral communication.	Organize a patient history for the purposes of oral communication.
	Communicate an organized, accurate and relevant patient history.	Communicate an organized, accurate and relevant patient history.	Communicate an organized, accurate and relevant patient history.	Communicate an organized, accurate and relevant patient history.
2.1.d Provide information to patient about their situation and how they will be treated.	S	P	P	P
	Identify information that should be communicated to the patient.	Identify information that should be communicated to the patient.	Identify information that should be communicated to the patient.	Identify information that should be communicated to the patient.
	Evaluate patient comprehension.	Evaluate patient comprehension.	Evaluate patient comprehension.	Evaluate patient comprehension.

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	Communicate to patient their situation and how they will be treated.	Communicate to patient their situation and how they will be treated.	Communicate to patient their situation and how they will be treated.	Communicate to patient their situation and how they will be treated.
		Adapt communication based on patient's apparent comprehension.	Adapt communication based on patient's apparent comprehension.	Adapt communication based on patient's apparent comprehension.
2.1.e Interact effectively with the patient, relatives and bystanders who are in stressful situations.	S	P	P	P
	List factors that contribute to stress in patients, relatives and bystanders.	List factors that contribute to stress in patients, relatives and bystanders.	List factors that contribute to stress in patients, relatives and bystanders.	List factors that contribute to stress in patients, relatives and bystanders.
	Identify verbal and non-verbal indicators of stress.	Identify verbal and non-verbal indicators of stress.	Identify verbal and non-verbal indicators of stress.	Identify verbal and non-verbal indicators of stress.
	Describe techniques to maximize the effectiveness of communication.	Discuss techniques to maximize the effectiveness of communication.	Discuss techniques to maximize the effectiveness of communication.	Discuss techniques to maximize the effectiveness of communication.
	Choose techniques to maximize the effectiveness of communication.	Choose techniques to maximize the effectiveness of communication.	Choose techniques to maximize the effectiveness of communication.	Choose techniques to maximize the effectiveness of communication.
	Demonstrate communication techniques during stressful situations.	Adapt communication techniques during stressful situations.	Adapt communication techniques during stressful situations.	Adapt communication techniques during stressful situations.
2.1.f Speak in language appropriate to the listener.	S	P	P	P
	Identify basic communication needs.	Identify basic communication needs.	Identify basic communication needs.	Identify basic communication needs.

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	Describe common communication barriers.	Describe common communication barriers.	Describe common communication barriers.	Describe common communication barriers.
	Describe methods of meeting basic communication needs.	Discuss methods of meeting basic communication needs.	Discuss methods of meeting basic communication needs.	Discuss methods of meeting basic communication needs.
	Adapt communication techniques effectively.	Adapt communication techniques effectively.	Adapt communication techniques effectively.	Adapt communication techniques effectively.
2.1.g Use appropriate terminology.	S	P	P	P
	Define common medical terminology.	Define common medical terminology.	Define common medical terminology.	Define common medical terminology.
	Integrate medical and non-medical terminology.	Integrate medical and non-medical terminology.	Integrate medical and non-medical terminology.	Integrate medical and non-medical terminology.
GENERAL COMPETENCY 2.2 Practice effective written communication skills.				
SPECIFIC COMPETENCY	SUB COMPETENCIES			
2.2.a Record organized, accurate and relevant patient information.	S	P	P	P
	Organize patient information for the purposes of a written report.	Organize patient information for the purposes of a written report.	Organize patient information for the purposes of a written report.	Organize patient information for the purposes of a written report.
	Communicate accurate, organized and relevant documentation.	Communicate accurate, organized and relevant documentation.	Communicate accurate, organized and relevant documentation.	Communicate accurate, organized and relevant documentation.
2.2.b Prepare professional correspondence.	N	A	A	A
		List common items of professional correspondence.	List common items of professional correspondence.	List common items of professional correspondence.
		Describe essential elements of professional correspondence.	Describe essential elements of professional correspondence.	Describe essential elements of professional correspondence.

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GENERAL COMPETENCY 2.3 Practice effective non-verbal communication skills.				
SPECIFIC COMPETENCY	SUB COMPETENCIES			
2.3.a Exhibit effective non-verbal behaviour.	A	S	S	S
	Describe non-verbal behaviours.	Describe non-verbal behaviours.	Describe non-verbal behaviours.	Describe non-verbal behaviours.
	List examples of non-verbal behaviours that may impact others positively.	List examples of non-verbal behaviours that may impact others positively.	List examples of non-verbal behaviours that may impact others positively.	List examples of non-verbal behaviours that may impact others positively.
	List examples of non-verbal behaviours that may impact others negatively.	List examples of non-verbal behaviours that may impact others negatively.	List examples of non-verbal behaviours that may impact others negatively.	List examples of non-verbal behaviours that may impact others negatively.
	Identify cultural factors that may affect non-verbal communication.	Identify cultural factors that may affect non-verbal communication.	Identify cultural factors that may affect non-verbal communication.	Identify cultural factors that may affect non-verbal communication.
		Identify growth and development factors that may affect non-verbal communication.	Identify growth and development factors that may affect non-verbal communication.	Identify growth and development factors that may affect non-verbal communication.
		Identify personal factors that may affect non-verbal communication.	Identify personal factors that may affect non-verbal communication.	Identify personal factors that may affect non-verbal communication.
	Acknowledge the relationship between positive non-verbal behaviour and personal feelings.	Acknowledge the relationship between positive non-verbal behaviour and personal feelings.	Acknowledge the relationship between positive non-verbal behaviour and personal feelings.	Acknowledge the relationship between positive non-verbal behaviour and personal feelings.
		Demonstrate non-verbal behaviour that positively impacts communication.	Demonstrate non-verbal behaviour that positively impacts communication.	Demonstrate non-verbal behaviour that positively impacts communication.

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2.3.b Practice active listening techniques.	S	P	P	P
	Define "active listening".	Define "active listening".	Define "active listening".	Define "active listening".
	Acknowledge the relationship between sincerity, genuine interest and active listening.	Acknowledge the relationship between sincerity, genuine interest and active listening.	Acknowledge the relationship between sincerity, genuine interest and active listening.	Acknowledge the relationship between sincerity, genuine interest and active listening.
	Demonstrate active listening in interactions with colleagues, patients and others.	Perform active listening in interactions with colleagues, patients and others.	Perform active listening in interactions with colleagues, patients and others.	Perform active listening in interactions with colleagues, patients and others.
	Communicate openly despite the impeding non-verbal behaviour of others.	Communicate openly despite the impeding non-verbal behaviour of others.	Communicate openly despite the impeding non-verbal behaviour of others.	Communicate openly despite the impeding non-verbal behaviour of others.
2.3.c Establish trust and rapport with patients and colleagues.	A	P	P	P
	List behaviours that help establish trust.	List behaviours that help establish trust.	List behaviours that help establish trust.	List behaviours that help establish trust.
	List behaviours that help establish rapport.	List behaviours that help establish rapport.	List behaviours that help establish rapport.	List behaviours that help establish rapport.
	Describe feedback that indicates that trust and rapport have been established.	Describe feedback that indicates that trust and rapport have been established.	Describe feedback that indicates that trust and rapport have been established.	Describe feedback that indicates that trust and rapport have been established.
	Receive feedback that indicates that trust and rapport have been established.	Receive feedback that indicates that trust and rapport have been established.	Receive feedback that indicates that trust and rapport have been established.	Receive feedback that indicates that trust and rapport have been established.
		Demonstrate behaviour that promotes trust and rapport.	Demonstrate behaviour that promotes trust and rapport.	Demonstrate behaviour that promotes trust and rapport.

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2.3.d Recognize and react appropriately to non-verbal behaviours.	A	P	P	P
	Distinguish threatening and non-threatening behaviours.	Distinguish threatening and non-threatening behaviours.	Distinguish threatening and non-threatening behaviours.	Distinguish threatening and non-threatening behaviours.
		Identify behaviours that diffuse hostility.	Identify behaviours that diffuse hostility.	Identify behaviours that diffuse hostility.
		Discuss behaviours that may provoke hostile behaviour in others.	Discuss behaviours that may provoke hostile behaviour in others.	Discuss behaviours that may provoke hostile behaviour in others.
		Evaluate reactions to positive and negative patient behaviours.	Evaluate reactions to positive and negative patient behaviours.	Evaluate reactions to positive and negative patient behaviours.
		Choose appropriate patient care options.	Choose appropriate patient care options.	Choose appropriate patient care options.
		Demonstrate ability to manage hostile situations.	Demonstrate ability to manage hostile situations.	Demonstrate ability to manage hostile situations.
GENERAL COMPETENCY 2.4 Practice effective interpersonal relations.				
SPECIFIC COMPETENCY	SUB COMPETENCIES			
2.4.a Treat others with respect.	S	P	P	P
	Define "respect".	Define "respect".	Define "respect".	Define "respect".
	List examples of ways to demonstrate respect.	List examples of ways to demonstrate respect.	List examples of ways to demonstrate respect.	List examples of ways to demonstrate respect.
	Identify cultural differences that affect the demonstration of respect.	Identify cultural differences that affect the demonstration of respect.	Identify cultural differences that affect the demonstration of respect.	Identify cultural differences that affect the demonstration of respect.
	Value respect in patient care.	Value respect in patient care.	Value respect in patient care.	Value respect in patient care.

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	Demonstrate behaviour that is respectful to patients.	Demonstrate behaviour that is respectful to patients.	Demonstrate behaviour that is respectful to patients.	Demonstrate behaviour that is respectful to patients.
		Adjust actions as appropriate, consistent with others' expectations of respectful behaviour.	Adjust actions as appropriate, consistent with others' expectations of respectful behaviour.	Adjust actions as appropriate, consistent with others' expectations of respectful behaviour.
2.4.b Exhibit empathy and compassion while providing care.	S	P	P	P
	Define "empathy".	Define "empathy".	Define "empathy".	Define "empathy".
	Define "compassion".	Define "compassion".	Define "compassion".	Define "compassion".
	Define "sympathy".	Define "sympathy".	Define "sympathy".	Define "sympathy".
		Distinguish between empathy, sympathy and compassion.	Distinguish between empathy, sympathy and compassion.	Distinguish between empathy, sympathy and compassion.
	Describe behaviours that convey empathy and compassion.	Describe behaviours that convey empathy and compassion.	Describe behaviours that convey empathy and compassion.	Describe behaviours that convey empathy and compassion.
	Value empathy and compassion.	Value empathy and compassion.	Value empathy and compassion.	Value empathy and compassion.
	Demonstrate empathy and compassion.	Demonstrate empathy and compassion.	Demonstrate empathy and compassion.	Demonstrate empathy and compassion.
2.4.c Recognize and react appropriately to individuals and groups manifesting coping mechanisms.	A	P	P	P
	List common coping mechanisms.	List common coping mechanisms.	List common coping mechanisms.	List common coping mechanisms.
	Describe positive and negative aspects of coping mechanisms.	Describe positive and negative aspects of coping mechanisms.	Describe positive and negative aspects of coping mechanisms.	Describe positive and negative aspects of coping mechanisms.

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	Identify verbal means of supporting others displaying coping mechanisms.	Identify verbal means of supporting others displaying coping mechanisms.	Identify verbal means of supporting others displaying coping mechanisms.	Identify verbal means of supporting others displaying coping mechanisms.
	Identify non-verbal means of supporting others displaying coping mechanisms.	Identify non-verbal means of supporting others displaying coping mechanisms.	Identify non-verbal means of supporting others displaying coping mechanisms.	Identify non-verbal means of supporting others displaying coping mechanisms.
	Identify community resources that may assist those in need.	Identify community resources that may assist those in need.	Identify community resources that may assist those in need.	Identify community resources that may assist those in need.
		Demonstrate appropriate behaviour relative to others utilizing coping mechanisms.	Demonstrate appropriate behaviour relative to others utilizing coping mechanisms.	Demonstrate appropriate behaviour relative to others utilizing coping mechanisms.
2.4.d Act in a confident manner.	S	P	P	P
	Define "confidence".	Discuss confidence.	Discuss confidence.	Discuss confidence.
	Identify the impact of confidence on patient care.	Identify the impact of confidence on patient care.	Identify the impact of confidence on patient care.	Identify the impact of confidence on patient care.
	Identify risks associated with over confidence.	Identify risks associated with over confidence.	Identify risks associated with over confidence.	Identify risks associated with over confidence.
	Choose behaviours that display confidence.	Choose behaviours that display confidence.	Choose behaviours that display confidence.	Choose behaviours that display confidence.
	Adjust behaviour to exhibit an appropriate level of confidence.	Adjust behaviour to exhibit an appropriate level of confidence.	Adjust behaviour to exhibit an appropriate level of confidence.	Adjust behaviour to exhibit an appropriate level of confidence.
2.4.e Act assertively as required.	S	P	P	P
	Discuss assertive behaviour.	Discuss assertive behaviour.	Discuss assertive behaviour.	Discuss assertive behaviour.
	Discuss aggressive behaviour.	Discuss aggressive behaviour.	Discuss aggressive behaviour.	Discuss aggressive behaviour.

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	Distinguish assertive and aggressive behaviour.	Distinguish assertive and aggressive behaviour.	Distinguish assertive and aggressive behaviour.	Distinguish assertive and aggressive behaviour.
	Describe techniques of assertive behaviour.	Describe techniques of assertive behaviour.	Describe techniques of assertive behaviour.	Describe techniques of assertive behaviour.
		Evaluate assertive behaviour.	Evaluate assertive behaviour.	Evaluate assertive behaviour.
	Choose assertive behaviour when appropriate.	Choose assertive behaviour when appropriate.	Choose assertive behaviour when appropriate.	Choose assertive behaviour when appropriate.
	Demonstrate appropriate assertive behaviour in interactions.	Perform appropriate assertive behaviour in interactions.	Perform appropriate assertive behaviour in interactions.	Perform appropriate assertive behaviour in interactions.
		Adapt assertive behaviour as appropriate.	Adapt assertive behaviour as appropriate.	Adapt assertive behaviour as appropriate.
2.4.f Manage and provide support to patients, bystanders and relatives manifesting emotional reactions.	S	P	P	P
	List various emotional reactions.	List various emotional reactions.	List various emotional reactions.	List various emotional reactions.
	Identify situations requiring emotional support.	Identify situations requiring emotional support.	Identify situations requiring emotional support.	Identify situations requiring emotional support.
	Value the provision of emotional support.	Value the provision of emotional support.	Value the provision of emotional support.	Value the provision of emotional support.
	Demonstrate behaviours that provide support.	Demonstrate behaviours that provide support.	Demonstrate behaviours that provide support.	Demonstrate behaviours that provide support.
2.4.g Exhibit diplomacy, tact and discretion.	S	P	P	P
	Define "diplomacy".	Define "diplomacy".	Define "diplomacy".	Define "diplomacy".
	Define "tact".	Define "tact".	Define "tact".	Define "tact".

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	Define "discretion".	Define "discretion".	Define "discretion".	Define "discretion".
		Evaluate the impact of diplomacy, tact and discretion.	Evaluate the impact of diplomacy, tact and discretion.	Evaluate the impact of diplomacy, tact and discretion.
	Value diplomacy, tact, and discretion.	Value diplomacy, tact, and discretion.	Value diplomacy, tact, and discretion.	Value diplomacy, tact, and discretion.
	Demonstrate behaviour showing diplomacy, tact, and discretion.	Adapt behaviour to show diplomacy, tact, and discretion.	Adapt behaviour to show diplomacy, tact, and discretion.	Adapt behaviour to show diplomacy, tact, and discretion.
2.4.h Exhibit conflict resolution skills.	S	S	S	S
	Define "conflict".	Define "conflict".	Define "conflict".	Define "conflict".
	Identify situations of potential conflict.	Identify situations of potential conflict.	Identify situations of potential conflict.	Identify situations of potential conflict.
	Describe basic conflict resolution strategies.	Discuss basic conflict resolution strategies.	Discuss basic conflict resolution strategies.	Discuss basic conflict resolution strategies.
	Justify the use of basic conflict resolution skills.	Justify the use of basic conflict resolution skills.	Justify the use of basic conflict resolution skills.	Justify the use of basic conflict resolution skills.
	Demonstrate basic conflict resolution skills.	Demonstrate basic conflict resolution skills.	Demonstrate basic conflict resolution skills.	Demonstrate basic conflict resolution skills.