NHSScotland revised KSF wording for:

Core Dimension 1 - Communication

**Status**
Core – communication is a key aspect of all jobs in the NHS. This dimension underpins all the other dimensions in the KSF.

**Levels**
1. Communicate with a limited range of people on day-to-day matters
2. Communicate with a range of people on a range of matters
3. Develop and maintain communication with people about difficult matters and/or in difficult situations
4. Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations

**Description**
This dimension relates to effective communication in whatever form it take place. Effective communication is a two-way process. It involves identifying what others are communicating (e.g. through listening) as well as communicating oneself, and the development of effective relationships.

Progression through the levels in this dimension is characterised by developments in:
- the subject matter of the communication
- the situation in which the communication takes place
- the purpose of the communication
- the numbers of people that are being communicated with, their diversity and the effect of these on the communication skills required.

**Links to other KSF dimensions**
This dimension is supported by:
- Core 6 Equality and Diversity
NHSScotland revised KSF wording for:

Core Dimension 1 - Communication

**Level 1 – Communicate with a limited range of people on day-to-day matters**

- I introduce myself and speak to people in a courteous and respectful manner at all times.
- I speak to people in a way that they can understand or I find help for people who have special communication needs.
- I listen and ask questions to check that I understand what people need.
- When required, I provide accurate, up to date information verbally and/or in writing in line with my organisation’s policies and standards.
- If required, I share relevant information with appropriate people, making sure it is accurate and in line with my Organisation’s confidentiality policy.

**Level 2 – Communicate with a range of people on a range of matters**

- I listen and ask questions to check that I understand what people need.
- I support people who need help to communicate their own needs or other people’s needs.
- I make sure that my body language, eye contact and tone of voice are appropriate at all times.
- I keep accurate, complete and up to date records in line with my organisation’s policies and standards.
- When required, I share relevant information making sure it is accurate and in line with my organisation’s Confidentiality policy.
NHSScotland revised KSF wording for:

Core Dimension 1 - Communication

Level 3 – Develop and maintain communication with people about difficult matters and/or in difficult situations

- I know the range of people that I need to regularly communicate with and recognise that different styles of communication are required for different patient/client or other groups.
- I use language and terms that people can understand.
- I actively involve people when establishing their preferred method of communication, language and any extra support or specific aid that they require, including interpretation services.
- I take account of the factors that influence a person’s ability to communicate e.g. ill health, anxiety or distress, disability and other factors.
- I am able to recognise when a person finds it hard to communicate and can respond effectively.
- If I am uncertain that something has been clearly understood, I summarise the information using different words, phrases and expressions and/or encourage people to ask questions to assist understanding.
- I constructively and sensitively give feedback to colleagues about the impact their communication has on others and support them to reflect on this and improve their practice.
- I maintain complete and accurate records of my activities and communications in line with my organisation’s policies and procedures and, if applicable, the professional standards of my regulatory body.
- I share necessary information with relevant people in a professional and secure manner, maintaining appropriate confidentiality levels at all times.
- I follow my organisation’s Information Governance policies.
- If relevant to my role, I consistently apply my organisation’s policies and guidelines on informed, implied and expressed consent.
NHSScotland revised KSF wording for:

Core Dimension 1 - Communication

**Level 4** – Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations

- I know the range of stakeholders that need to be involved in my communications, assessing when it may be necessary to involve others and how this can best be done.
- I am aware of the diverse range of people who use my service and I choose communication methods and approaches best suited to their level of understanding, background and culture.
- I identify ways to engage individuals and groups changing the content and style of my communication to promote positive outcomes.
- I communicate effectively and calmly in difficult or challenging situations.
- I take account of the factors that influence a person’s ability to communicate e.g. ill health, anxiety or distress, disability and provide assistance to those who need help to communicate their own or other people’s needs.
- I use effective listening and questioning techniques to actively assess people’s levels of understanding.
- I take appropriate action to meet people’s language and communication needs.
- I ensure that effective communication structures are in place to keep people well informed.
- I regularly seek feedback and reflect on the outcomes of my communication and identify ways to further develop my skills.
- I work in accordance with legal, professional, organisational and inter-agency policies and procedures for accessing and completing records and reports and support others to do so.
- I share necessary information with relevant people in a professional and secure manner, maintaining appropriate confidentiality levels at all times.
- I follow my organisation’s policies with regard to Information Governance.
- If relevant to my role, I consistently apply my organisation’s policies and guidelines on informed, implied and expressed consent.