

# **F: Communication and Interpersonal Skills**

Major Competency Area: **F**  
**Communication and Interpersonal Skills**

Competency: **F-1**  
**Effective Communication**

Date: January 16, 2017

A Licensed Practical Nurse will:

- F-1-1      Demonstrate knowledge and ability to apply verbal and non-verbal communication techniques to create therapeutic relationships including:**
- respectful tone and manner
  - active listening
  - paraphrasing and reflecting
  - seek clarification
  - timeliness
  - adjust style as necessary
  - write clearly and accurately
- F-1-2      Demonstrate knowledge and ability to apply verbal and non-verbal techniques to establish effective communication with inter-professional team and others.**
- F-1-3      Demonstrate knowledge and ability to adapt communication techniques to address barriers including:**
- cognitive
  - cultural
  - developmental
  - emotional
  - functional
  - language
  - mental
  - social
  - spiritual

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Competency: **F-2**  
**Collaborative Team Practice**

Date: January 16, 2017

A Licensed Practical Nurse will:

- F-2-1 Demonstrate knowledge and ability to work toward a collective vision through inter-professional collaboration as outlined in:**
- Standards of Practice for Licensed Practical Nurses in Canada
  - Inter-professional Competency Framework (Canadian Inter-professional Health Collaborative, 2010)
  - employer policy
- F-2-2 Demonstrate knowledge and respect for role of self and other providers in the healthcare system.**
- F-2-3 Demonstrate knowledge and ability to engage client, family and others as partners in client centered care.**
- F-2-4 Demonstrate knowledge and understanding of principles of team dynamics and group processes to create positive workplace environment.**
- F-2-5 Demonstrate knowledge and ability to practice effective interpersonal communication.**
- F-2-6 Demonstrate knowledge and ability to utilize a standardized communication tool to enhance communication process such as:**
- SBAR situational briefing model:
    - S-situation
    - B-background
    - A-assessment
    - R-recommendation
- F-2-7 Demonstrate knowledge and ability to address and effectively manage conflict.**

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Competency: **F-3**  
**Therapeutic Nurse-Client Relationship**

Date: January 16, 2017

A Licensed Practical Nurse will:

- F-3-1 Demonstrate knowledge and ability to apply critical thinking and critical inquiry in application of the nursing process throughout the therapeutic nurse-client relationship.**
- F-3-2 Demonstrate knowledge and ability to practice in accordance with professional Legislation, regulation, standards and guidelines of nursing practice.**
- F-3-3 Demonstrate knowledge and ability to use appropriate communication techniques to establish, maintain and close the therapeutic nurse-client relationship related to:**
- advocacy
  - cultural competence
  - empathy and empowerment
  - health teaching and coaching
  - supportive measures and intent
  - trust and respect
- F-3-4 Demonstrate knowledge and ability to define and maintain professional and personal boundaries related to:**
- giving/receiving gifts
  - caring for family/friends
  - conflict of interest
  - limited self-disclosure
  - understanding interpersonal relationships
- F-3-5 Demonstrate knowledge and ability to recognize and address barriers to an effective therapeutic nurse-client relationship related to:**
- breach of confidentiality
  - personal behavior
  - personal bias
  - power imbalance

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Competency: **F-4**  
**Health Teaching and Coaching**

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A Licensed Practical Nurse will:

- F-4-1      Demonstrate knowledge of factors that influence teaching and learning including:**
- access to resources
  - determinants of health
  - learning styles and preferences
- F-4-2      Demonstrate knowledge and ability to apply health teaching and coaching principles to achieve effective learning related to:**
- goal setting
  - motivational practices
  - positive psychology
- F-4-3      Demonstrate ability to apply nursing knowledge and clinical expertise throughout health teaching and coaching related to:**
- application of best practices
  - evidence informed approach to care
  - sharing of resources
- F-4-4      Demonstrate knowledge and ability to develop and deliver an individualized teaching and coaching plan to foster client decision making, self-efficacy and navigation of the healthcare system.**
- F-4-5      Demonstrate knowledge and ability to evaluate teaching, coaching and learning outcomes.**

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Competency: **F-5**  
**Legal Protocols, Documenting  
and Reporting**

Date: January 16, 2017

A Licensed Practical Nurse will:

- F-5-1      Demonstrate professional accountability and responsibility to ensure adherence to legal protocols and documenting and reporting guidelines.**
- F-5-2      Demonstrate knowledge and ability to ensure accurate, concise and complete documentation.**
- F-5-3      Demonstrate knowledge and ability to adhere to applicable legal protocols and Legislation affecting client.**
- F-5-4      Demonstrate knowledge and ability to adapt documenting and reporting according to specific practice setting requirements and agency policy.**
- F-5-5      Demonstrate knowledge and ability to obtain informed consent throughout care delivery as appropriate and according to agency policy.**
- F-5-6      Demonstrate knowledge and ability to manage, report and document refusal of treatment or self-discharge.**
- F-5-7      Demonstrate knowledge and ability to appropriately report and collaborate within inter-professional team.**

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Competency: **F-6**  
**Accept, Transcribe and Initiate Orders**

Date: January 16, 2017

A Licensed Practical Nurse will:

- F-6-1      Demonstrate knowledge and ability to accept, transcribe and initiate orders from authorized health professional(s) according to agency policy related to:**
- electronic
  - phone
  - verbal
  - written
- F-6-2      Demonstrate knowledge and ability to contact authorized health professional(s) to clarify a suspected unsafe or questionable order:**
- confirm accuracy and completeness
  - discuss potential actions and/or interactions
  - share concerns related to clients changing needs

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Competency: **F-7**  
**Conflict Management**

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A Licensed Practical Nurse will:

- F-7-1      Demonstrate knowledge and ability to recognize common sources of conflict in self and others including:**
- beliefs, values, and biases
  - expectations
  - financial concerns
  - individual differences
  - professional roles
- F-7-2      Demonstrate knowledge and ability to intervene immediately in urgent situations involving conflict related to:**
- safety of patient(s)
  - safety of self or others
- F-7-3      Demonstrate knowledge and ability to focus on the problem/issue not the individual(s).**
- F-7-4      Demonstrate knowledge and ability to manage conflict effectively by identifying:**
- problem/issue
  - subjective interest/investment
  - intentional and unintentional contributions
  - mutual options/possible resolutions
  - objective criteria
- F-7-5      Demonstrate knowledge and ability to consult with appropriate professional(s) as required in situations of conflict.**