D: Communication and Interpersonal Skills
Major Competency Area: D
Communication and Interpersonal Skills

Competency: D-1
Effective Communication

Priority: One

Date: September 1, 2005

A Licensed Practical Nurse will:

**D-1-1** Demonstrate ability to identify and apply appropriate communication techniques.

**D-1-2** Demonstrate ability to use alternative communication techniques to create a therapeutic relationship in situations such as:
- cultural / religious barriers
- hearing loss
- language barriers
- mental impairment
- physical impairment
- speech and language impairment.

**D-1-3** Demonstrate knowledge and ability to assess and manage clients in states of disorientation, confusion, dementia, mental illness, or impairment.

**D-1-4** Demonstrate knowledge and ability to provide therapeutic techniques such as:
- reality orientation
- validation therapy
- reminiscence therapy.

**D-1-5** Demonstrate knowledge and ability to document using behavioral description, the client’s communication pattern, therapies used, and outcomes.
A Licensed Practical Nurse will:

D-2-1 Demonstrate ability to maintain the nurse-client relationship on a professional level.

D-2-2 Demonstrate knowledge and ability to establish effective therapeutic nurse-client relationships for the purpose of:
- assessment
- data collection
- building rapport
- client teaching
- client expression of needs
- promoting optimal wellness.

D-2-3 Demonstrate ability to use appropriate communication techniques to initiate, maintain, and close the nurse-client relationship.

D-2-4 Demonstrate behaviors which facilitate the effective therapeutic relationship such as:
- caring
- confidentiality
- empathy
- empowerment
- mutuality
- respect
- touch
- trust.
A Licensed Practical Nurse will:

**D-2-5** Demonstrate ability to identify and assess barriers to an effective therapeutic relationship such as:
- abuse
- attitudes
- culture
- environment
- personal space
- time.

**D-2-6** Demonstrate effective use of skills and techniques to promote a therapeutic relationship and interaction with clients and families such as:
- acknowledging
- clarifying
- focusing
- giving information
- listening
- open ended questioning
- paraphrasing
- perception checking
- reality orientation
- reflecting
- responding to client
- summarizing.

**D-2-7** Demonstrate knowledge and ability to identify the effects of communication techniques which inhibit the interaction or the relationship such as:
- advice giving
- challenging
- defensiveness
- making judgments
- probing
- rejecting
- stereotyping
- testing.
Major Competency Area: D
Communication and Interpersonal Skills

Competency: D-3
Functioning as an Effective Team Member

Priority: One

Date: September 1, 2005

A Licensed Practical Nurse will:

D-3-1 Demonstrate knowledge and ability to use communication and interpersonal relationship skills.

D-3-2 Demonstrate knowledge to describe the roles of a team member in forming and maintaining an effective team relationship.

D-3-3 Demonstrate respect for the knowledge, skill, ideas, opinions, and expertise of all members of the health team.

D-3-4 Demonstrate ability to promote group cohesiveness by contributing the purposes and goals of the team.

D-3-5 Demonstrate ability to actively participate in team activities to plan, implement, and evaluate client care.

D-3-6 Demonstrate ability to articulate and promote the role of the LPN.

D-3-7 Demonstrate ability to follow proper channels of communication within the agency.

D-3-8 Demonstrate ability to provide / receive constructive feedback and recognition to / from fellow team members.
A Licensed Practical Nurse will:

**D-4-1** Demonstrate basic knowledge of teaching and learning principles and techniques.

**D-4-2** Demonstrate the knowledge and ability to recognize the importance of common factors influencing learning.

**D-4-3** Demonstrate ability to assess common barriers to the teaching and learning process and adjust teaching accordingly:
- age
- culture
- economics
- education
- emotions
- environment
- gender
- language
- lifestyle
- physiologic events
- religion
- stress.
A Licensed Practical Nurse will:

D-4-4 Demonstrate ability to apply common guidelines in providing client and family teaching such as:
- assess current knowledge level
- consider special needs of clients
- establish a positive learning environment
- pace learning to achieve optimum effect
- provide for active participation of client
- select appropriate time for learning
- use appropriate teaching methods to meet client’s learning needs
- use audiovisual aids
- use language appropriate to client’s level of understanding.

D-4-5 Demonstrate ability to adjust teaching plan and delivery to meet needs of clients with special needs such as:
- clients of various age groups
- clients with impaired vision
- clients unable to read
- clients with short attention spans
- clients unable to speak
- cognitively impaired
- physically impaired
- mentally impaired
- cultural needs.

D-4-6 Demonstrate ability to evaluate the effectiveness of teaching and learning through appropriate responses, demonstration of skill, or change in behaviour.

D-4-7 Demonstrate ability to document the teaching plan, its delivery, and outcomes of the teaching and learning process.
Major Competency Area: D
Communication and Interpersonal Skills

Competency: D-5
Legal Protocols, Documenting and Reporting

Priority: One
Date: September 1, 2005

A Licensed Practical Nurse will:

D-5-1 Demonstrate ability to apply critical thinking and clinical judgment when documenting and reporting all areas of care and intervention.

D-5-2 Demonstrate ability to apply legal protocols throughout practice.

D-5-3 Demonstrate understanding of accountability and responsibility to ensure accurate and concise documenting and reporting.

D-5-4 Demonstrate understanding of the legalities and agency policy regarding documenting and reporting.

D-5-5 Demonstrate knowledge and ability to document and report client care following agency channels of communication.

D-5-6 Demonstrate knowledge of the purpose and proper use of various documentation tools and techniques such as:
- assignment sheet
- audit
- change of shift report
- chart
- checklist
- electronic records
- flow sheet
- incident reports
- interdisciplinary progress notes
- narrative notes
- nurse’s notes
- nursing care plan
- various interdisciplinary reports.
A Licensed Practical Nurse will:

D-5-7 Demonstrate ability to follow appropriate documentation procedures to ensure accurate, complete, and quality documentation for purposes of:
- accreditation
- audit
- communication of information regarding client and care
- education
- legal record of care
- planning client care
- quality assurance monitoring
- research
- risk management
- statistics.

D-5-8 Demonstrate knowledge and ability to document promptly and regularly by using appropriate:
- medical terminology
- approved abbreviations
- metric system
- 24 hour clock
- subjective and objective data.

D-5-9 Demonstrate ability to follow agency policy and procedure and universally accepted guidelines for documenting and reporting client information.

D-5-10 Demonstrate ability to provide pertinent client information to the nursing team to ensure continuity of care.

D-5-11 Demonstrate the knowledge and ability to adhere to the various Legislation affecting the documentation, reporting, and sharing of client information such as:
- Protection for Persons in Care Act (PPCA)
- Personal Information Protection Act (PIPA)
- Freedom of Information and Protection of Privacy Act (FOIP).

D-5-12 Demonstrate knowledge of legal protocol regarding specific areas such as:
- personal directives
- guardianship / power of attorney
- trusteeship.
Major Competency Area: D
Communication and Interpersonal Skills

Competency: D-6
Accept, Transcribe and Initiate Orders

Priority: One
Date: September 1, 2005

A Licensed Practical Nurse will:

D-6-1 Demonstrate knowledge and ability to accept, transcribe, and initiate an order from an authorized health professional as appropriate:

- transcribe order:
  - written order
  - verbal order
  - phone order
  - electronic order
- ensure accuracy and completeness of transcription
- communicate with health professional as necessary
- take appropriate action
- consult with other health professionals as required
- adhere to agency policy and procedures.
A Licensed Practical Nurse will:

D-7-1 Demonstrate knowledge and ability to identify the signs and symptoms of common conflict situations in the health setting such as:
- frustration
- anger
- confusion
- emotional outbursts.

D-7-2 Demonstrate knowledge and ability to recognize the common sources of conflict such as:
- beliefs, values, and biases
- individual differences
- expectations
- professional roles and beliefs
- financial concerns.

D-7-3 Demonstrate ability to intervene immediately in those conflicts that have a direct effect on client care.

D-7-4 Demonstrate knowledge and ability to report and document conflict to the appropriate professional.

D-7-5 Demonstrate ability to manage the conflict by using effective communication techniques to:
- include all involved in conflict
- separate fact from fiction
- seek suggestions and ideas for resolution
- select agreed upon solution
- establish measures of success.
Major Competency Area: **D**
Communication and Interpersonal Skills

**Priority:** One

**Competency:** **D-8**
Time Management

Date: September 1, 2005

A Licensed Practical Nurse will:

**D-8-1** Demonstrate knowledge and ability to manage time and to organize client care effectively.

**D-8-2** Demonstrate knowledge and ability to be able to rank the priority of client needs according to:
- Emergent – immediate threat to survival or safety
- Urgent – actual problems requiring immediate help
- Potential – actual or potential problems unrecognized by client or family
- Anticipated – anticipated problems for future.

**D-8-3** Demonstrate ability to prioritize the nursing assessment and interventions required to meet the identified priority needs.

**D-8-4** Demonstrate knowledge and ability to complete nursing assessments and nursing interventions on clients with highest priority needs first.

**D-8-5** Demonstrate ability to seek guidance and assistance if unable to provide care required in order of priority or in reasonable time.

**D-8-6** Demonstrate flexibility, creativity, and adaptability in meeting the unexpected demands of the health setting.

**D-8-7** Demonstrate knowledge and ability to ensure documentation on all priority areas is completed in a timely manner.

**D-8-8** Demonstrate knowledge and ability to report findings and outcomes of priority needs on an ongoing basis.