

Component B: Communication Skills

To ensure the delivery of responsible and accountable services, registrants demonstrate an ability to communicate, collaborate and engage effectively with a broad range of people

Standard:	Indicator
Registrants must	
1. Demonstrate effective communication	1.1 Articulate the role of social work.
	1.2 Adequately communicate with professionals for the purpose of facilitating service delivery.
	1.3 Communicate clearly and concisely in written and verbal contexts.
	1.4 Adapt style of communication to the needs of service user, which may require the implementation of additional resources.
	1.5 Engage in the skilled use of verbal and non-verbal observation and listening techniques.
	1.6 Identify the reason for service provision.
	1.7 Identify the reason for the provision of professional opinion.
	1.8 Explain rationale for decisions made and actions taken.

Standard:	Indicator
Registrants must	
2. Ensure service users are informed about the terms of service provision	2.1 Obtain informed consent (either informal or formal as appropriate) for the provision of services except where lawfully permitted exemptions exist.
	2.2 Inform service users about organizational policies and procedures related to services, if requested.
	2.3 Explain to service user(s) the limits of confidentiality and review as needed throughout the professional relationship.
	2.4 If disclosure of private information has occurred, inform service user.
	2.5 Obtain service user(s) consent for the release/disclosure of information when required, consistent with privacy legislation.
	2.6 Outline and document the agreed upon terms of the relationship.
	2.7 Identify and articulate the type of services offered.