LSICLG6
Use effective communication within the counselling environment

Overview	This unit is about use of effective communication. It involves communicating both verbally and in writing with clients and colleagues, in an appropriate manner. You will require an in-depth knowledge of human communication relevant to your chosen theoretical approach(es). You will also be required to work in teams determining ways in which information can be shared. Teams may exist within your organisation or externally through networks. You will require knowledge of relevant theories of teams and group dynamics. In addition you will be required to establish and work with networks for the benefit of the agency.

There are three elements to this unit

1. Communicate with others verbally and in writing
2. Work effectively in teams
3. Carry out effective networking

This unit is relevant to those working in the following counselling contexts

1. Institutions
2. Statutory Services
3. VCS (Voluntary Community Sector Services)
4. Social Enterprises
5. Individual Practice
6. Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.

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Performance criteria

Communicate with others verbally and in writing

You must be able to:

P1   communicate appropriately and clearly with clients and colleagues both verbally and in writing

P2   use language that can be understood by the client when explaining and conducting counselling

P3   communicate in a manner and at a level appropriate to the client

P4   communicate sensitively and accurately with clients and other professionals

P5   assess and recognise the circumstances when consent is not achievable when responding to concerns about risk to the client, others and legislation

P6   respect confidentiality when communicating about the client and obtain client consent

P7   communicate essential information about the client to other professionals when required and with client consent, where this is possible and achievable

P8   demonstrate understanding when receiving information from other professionals about clients

P9   evaluate communication strategies and skills used with the client

Work effectively in teams

You must be able to:

P10   determine the methods that should be used when working in teams

P11   allocate roles and responsibilities to the team where appropriate

P12   determine the ways in which information can be shared within the team or network

P13   maintain personal contacts within teams to ensure effective co-operation

P14   determine the limits and type of information that can be shared within the team

P15   critically appraise group process

Carry out effective networking

You must be able to:

P16   determine the methods that should be used when networking

P17   identify networks that can be used for the benefit of the agency or service

P18   identify and resolve any potential conflict of interest between the network and the agency or service

P19   maintain personal contacts within networks to ensure effective co-operation

P20   determine the ways in which information can be shared within the network

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P21   determine the limits and type of information that can be shared within the network

P22   critically appraise group process

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Knowledge and understanding

You need to know and understand:

Communicate with others verbally and in writing

K1 the language in which counselling is conducted to a high level of competence

K2 how to communicate clearly both in writing and verbally with clients and colleagues

K3 in depth knowledge of theories of human communication relevant to your chosen theoretical approach(es) and an awareness of others

K4 how to recognise when to actively listen and use silence

K5 the importance of managing silence

K6 the types of non-verbal communication and their relevance

K7 effect of the social environment on clients, when communicating with the client and colleagues and when keeping notes

K8 client consent with respect to passing on confidential information

K9 legal, ethical and organisational requirements and codes of practice relating to rights and confidentiality and information sharing under data protection when communicating with clients and colleagues

K10 the limitations of confidentiality when managing concerns regarding risk to the client or others

Work effectively in teams

You need to know and understand:

K11 the importance of complying with procedures when working in teams

K12 the validity of teamwork

K13 the importance of protecting information sources

K14 leadership and management theories

K15 relevant theories of conflict resolution

K16 relevant theories of team building

K17 relevant theories of team and group dynamics

K18 relevant theories of how groups operate

K19 relevant theories of interpersonal relationships

K20 ways in which you can provide help, support and guidance to other team members

K21 how to process feedback in a group setting

K22 purpose, culture, ethos and priorities of other team members

Carry out effective networking

You need to know and understand:

K23 types of and availability of services

K24 methods and procedures for networking

K25 the validity of networking

K26 the importance of protecting information sources

K27 theories of interpersonal relationships

K28   purpose, culture, ethos and priorities of other services

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