

# SFJAB4

## Establish communication with clients



---

### Overview

This unit is for you if you are responsible for welcoming clients to the organisation and explaining the services your organisation can provide. You may be the client's first contact with the service so it is important to meet and greet them appropriately.

#### **There is one element**

- 1 Establish communication with clients

# SFJAB4

## Establish communication with clients

---

### Performance criteria

- You must be able to:*
- P1 introduce clients to the service in a suitable way
  - P2 provide clients with the appropriate time and assistance to explain their needs
  - P3 assure clients of the confidentiality of the information being obtained from them
  - P4 take appropriate action to minimise the effect of any difficulties with communication
  - P5 identify any situations where immediate action is required to assist clients and take appropriate action

# SFJAB4

## Establish communication with clients

---

### Knowledge and understanding

*You need to know and understand:*

- K1 how to introduce the service to clients in different contexts
- K2 how to ensure the client recognises what services are available
- K3 what the organisational procedures are for allocating time to clients
- K4 how to create an environment that will assist clients to express their needs
- K5 how to use communication skills to assist clients to express their needs
- K6 what constitutes a safe environment for practitioners and clients
- K7 what the limits of confidentiality are
- K8 why it is important to assure clients of confidentiality
- K9 why it is important to make clients aware of the limits of confidentiality
- K10 what the difficulties with, and barriers to, communication could be
- K11 how to minimise the effect of any difficulties or barriers to communication
- K12 what support there might be for minimising the effect of communication difficulties, and who can provide this
- K13 what type of situations might occur that require immediate action
- K14 what action should be taken to deal with different situations

# SFJAB4

## Establish communication with clients

---

### Additional Information

#### Skills

The skills you will need to enable you to deliver the service effectively are

- questioning
- active listening
- presenting information
- summarising
- decision making
- interviewing

## SFJAB4

### Establish communication with clients

<b>Developed by</b>	Skills for Justice
<b>Version number</b>	2
<b>Date approved</b>	July 2009
<b>Indicative review date</b>	July 2011
<b>Validity</b>	Current
<b>Status</b>	Imported
<b>Originating organisation</b>	ENTO
<b>Original URN</b>	AG1
<b>Relevant occupations</b>	Public Services; Public Service and Other Associate Professionals; Paralegal
<b>Suite</b>	Legal Advice; Providing Legal Services
<b>Key words</b>	Communication, welcoming, contact, greet; Legal Services