

## Care Skillsbase: Manage Skills

### How to tell staff what you want them to do

It is helpful to tell staff exactly how you want them to deal with information and communicate in any given work activity. Here are some guidelines.

1. Speak to **all** staff involved in the activity.
2. Check that everyone understands the:
  - intended outcome of the activity
  - steps involved
  - supporting documentation
  - standards that define safety and quality in the activity.
3. Identify the points at which dealing with information and communicating is critical to the outcome of the activity (e.g. reporting loss of appetite).
4. Explain why it is critical at those points.
5. Describe in detail how you want staff to deal with information and communicate at those points (i.e. tell them exactly what to do).
6. Check that staff understand what you want them to do by asking them to:
  - explain and, if possible, show you what you are asking them to do
  - tell you if they think there are any better ways of doing it – incorporate their suggestions where possible
  - point out any difficulties they foresee in using information and communicating as you have described.

If staff do identify difficulties, decide whether these arise from practical, organisational problems (e.g. shift rotas, lack of equipment) or limited communication and number skills, including lack of confidence. Be prepared to modify your plans accordingly.

7. Reach agreement with staff on exactly how they will communicate and use information. Record what you have agreed for future reference.