

Care Skillsbase: Manage Skills

Should you be taking a more systematic approach?

What does a systematic approach look like?

A care organisation that takes a systematic approach to supporting staff to communicate and deal with information effectively will try to:

- decide what communication and number skills service delivery requires
- make sure that staff understand how they are expected to communicate and deal with information
- check whether staff have the necessary skills
- monitor day-to-day work activity to see how well staff apply those skills
- provide skills support
- provide learning support.

Use the Care Skillsbase audit and needs analysis to assess how systematically your organisation supports staff to communicate and deal with information. Then, ask yourself three questions:

- Do you believe that your organisation would benefit from a more systematic approach?
- Can you identify specific changes that would help your organisation to support staff more systematically?
- Do you think that your organisation should make those changes?

If you answer 'yes' to these three questions, you may want to change how your organisation supports staff to communicate and deal with information.

Putting communication and number skills on the agenda

To introduce change successfully, the person leading the change must make sure that other people in the organisation understand:

- why the change is necessary
- how the change will benefit the organisation
- what needs to happen to make the change.

Identify who else can help the organisation to take a more systematic approach. Likely people include:

- senior management
- staff
- training and development staff , including assessors and mentors
- union members
- care managers
- supervisors.

Use a regular meeting or arrange a special meeting to put your ideas to these people.

Possible topics to cover include:

- why you are concerned about the way staff communicate and deal with information
- what communication and number skills staff need to do their jobs effectively
- how the organisation currently deals with these skills
- what the organisation could do to help staff to communicate and deal with information more effectively
- how this would benefit the organisation (and your colleagues).

Also see Raise awareness (a set of four handouts designed to help get your colleagues on board) in the **Manage Skills area** of this resource.