

Care Skillsbase: Skills Check 7

Developing Yourself

Interviewer's pack

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Summary	
Suitable for	Care/support worker
Skill checked	Spoken communication
Covers	Language and concepts associated with personal development
Learning for interviewer	Can the member of staff discuss learning and development with understanding?
Learning for member of staff	Importance of learning and development in care work (including qualifications), ways of learning, role of supervision in learning
Approx time needed	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
How it works	Offers information about learning and development. Use it to develop a short discussion. Use the discussion to check the person's spoken communication skills.
Before you start	Read the general guidance in the Skills Check area of the Care Skillsbase website.

We welcome suggestions to improve this Skills Check. Please use the contact form on our website at www.scie.org.uk/careskillsbase

Understand the Job: Developing Yourself

Effective communication is vital in health and social care. Use this activity to learn more about the **communication skills** you will be using in your job.

First, write your name and today's date on the line below.

(First name)

(Last name)

(Date: Day-Month-Year)

.....

1. Did you know?

As a carer, keeping your skills and knowledge up to date is an important part of the job.

Why? Because we are always:

- looking for ways to care better for people
- introducing new and better procedures (that is, ways of working).

We all expect to learn new things when we start a new job. In social care, this learning goes on all the time. Every carer has a personal development plan to guide their learning – and a chance to work towards a qualification.

Do you think gaining a qualification makes you a better carer? Why?

2. How do you learn best?

There are many ways to learn.

Or	On your own	Thinking about what you are doing; asking for help if and when you need it
	In a group	Attending a training course led by a qualified instructor

Or	Studying	Reading up on things by yourself – in books or using the internet
	Interacting	Talking to colleagues to find better ways to do your own work

Or	Doing	Being shown what to do and then practising for yourself, with help
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Which ways work best for you? When and why?

3. Supervision: support for your development

Each care worker has a supervisor to support their development. You will be able to discuss your progress, gain feedback and talk through any concerns with your supervisor.

Imagine you don't feel confident doing a task at work.

What might make it difficult for you to ask for help? Why?

What would make it easier for you to ask for help? Why?

Feedback form	Date:			
Staff member's name				
Staff member's job title				
Interviewer's name				
Interviewer's job title				
1. Interviewer's view	The member of staff ...	No	Partly	Yes
a.	Used spoken communication effectively one-to-one.			
b.	Understands what key words and ideas mean in relation to his/her work.			
2. Interviewer's reasons	The member of staff ...	No	Partly	Yes
a.	Expressed him/herself clearly, appropriately and with confidence.			
b.	Showed understanding of specialist care words and ideas; was able to relate them to his/her own work (care knowledge).			
c.	Spoke in a way that was easy to understand (pronunciation).			
d.	Found the words s/he wanted, or explained effectively with other words (general vocabulary).			
e.	Used clear, grammatically accurate language (grammar).			
f.	Spoke at a normal pace, without long pauses, repetition or self-correction (fluency).			
g.	Understood and responded appropriately to instructions and questions (listening).			
3. Next steps to help develop skills and knowledge for the job		Yes	No	
a.	Interviewer will arrange monitoring, feedback and support from a supervisor.			
b.	Interviewer and member of staff will plan personal development to improve member of staff's understanding of key social care words and ideas.			
c.	Interviewer and member of staff will plan personal development to improve member of staff's spoken communication skills.			
4. Interviewer's signature	Staff member's signature			

Use the other side of this sheet for notes.

Personal development form	Date:	
Staff member's name		
Staff member's job title		
Interviewer's name		
Interviewer's job title		
1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following knowledge and skills		Tick (✓) if 'yes'
a. Speaking and listening skills: to communicate clearly and with confidence on the job.		
b. Specialist care terms: to understand and relate key words and ideas to his/her job.		
English language skills (for staff from other countries)		
c. Pronunciation: to speak in a way that is easy for others to understand.		
d. General vocabulary: to be able to find the right words when talking.		
e. Grammar: to help express ideas in precise, accurate language.		
f. Fluency: to speak at a normal pace, without long pauses, repetition, self-correction.		
g. Listening comprehension: to understand questions, requests, instructions.		
2. How will the learning happen?		
3. What support and resources will be needed to make the learning successful?		
4. When will the learning happen?		
5. How will we know the learning has been successful?		
6. Progress review date		
7. Interviewer's signature	Staff member's signature	