

Collaborative Working Relationships – Communication

COMMUNICATION (2.1)	ADVANCED STAGE I	ADVANCED STAGE II	MASTERY
Developmental Descriptors	<p>Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals where possible).</p> <p>Demonstrates ability to communicate where the content of the discussion is explicitly defined.</p>	<p>Demonstrates use of appropriately selected communication skills to gain co-operation of small groups of relevant stakeholders within the organisation.</p> <p>Demonstrates ability to communicate where the content of the discussion is based on professional opinion.</p>	<p>Demonstrates ability to present complex, sensitive or contentious information to large groups of relevant stakeholders.</p> <p>Demonstrates ability to communicate in a hostile, antagonistic or highly emotive atmosphere.</p>
Suggested knowledge, experience, skills and behaviours	Persuades/influences individual peers, colleagues and/or patients when optimising care and/or service provision.	Persuades/influences team and/or senior colleagues/ other professions/patients/carers when optimising care and/or service provision.	Persuades/influences in wider sphere of influence in an atmosphere of challenge e.g. organisational or multi system planning.
	Motivates self, and individual peers and colleagues.	Motivates local team (e.g. implementation of guidelines, change management).	Motivates wider team/outside usual working team (multidisciplinary) regarding pharmacy issues.
	Negotiates with patients/carers/service users and immediate team.	Negotiates with team (e.g. implementation of guidelines, change management).	Negotiates with wider team/outside usual working team (multidisciplinary) regarding pharmacy issues.
	Empathises with patients/carers/service users and immediate team in routine situations.	Empathises with patients/carers/service users and immediate team in difficult situations.	Empathise with wider team/outside usual working team (multidisciplinary) regarding their issues while managing patient/pharmacy needs.
	Offers effective reassurance to patients/carers/service users and immediate team when appropriate.	Offers effective reassurance to patients/carers/ service users and team(s) in organisation when appropriate.	Offers effective reassurance to wider team/outside usual working team (multidisciplinary) regarding their issues while managing patient/pharmacy needs.

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Suggested knowledge, experience, skills and behaviours	Listens to all patients/carers/service users and immediate team, so that all important information is gathered to resolve issues and progress situations.	Listens to all individuals and groups and to enable evaluation of information communicated (i.e. listens, and weigh up options to generate of solutions).	Listens to all (i.e. listen understands the agenda and help others become more creative through your listening and feedback).
	Responds appropriately to all individual patients/carers/service users and immediate team.	Responds appropriately to all individuals and groups in organisation.	Responds appropriately to all individuals and groups outside the organisation.
	Member of local networks with peers to develop learning opportunities.	Leads of local networks and/or responsible for developing networks with related professions.	Leads national networks and/or recognised as leader in developing networks with wider team/outside usual working team (multidisciplinary/national/international)
	Presents to peers in pharmacy, related professions, and patients where appropriate.	Presents to senior multidisciplinary audiences and/or at local, regional or national fora.	Presents in national/international arenas and/or to wider team/outside usual working team (multidisciplinary) (and sought by others to present in these fora).
	Communicates straightforward information, facts and concepts to individuals effectively.	Communicates complex information and concepts to individuals and groups effectively, including where the content is based on professional opinion.	Communicates complex information and concepts to individuals and groups effectively, including in a hostile, antagonistic or highly emotive atmosphere.

Collaborative Working Relationships – Teamwork and Consultation

TEAMWORK AND CONSULTATION (2.2)	ADVANCED STAGE I	ADVANCED STAGE II	MASTERY
Developmental Descriptors	<p>Demonstrates ability to work as a member of a team.</p> <p>Recognises personal limitations and refers to more appropriate colleague(s) when necessary.</p>	<p>Demonstrates ability to work as an acknowledged member of a multidisciplinary team.</p> <p>Consulted within the organisation for advice which requires in-depth professional expertise.</p>	<p>Works across boundaries to build relationships and share information, plans and resources.</p> <p>Sought as an opinion leader both within the organisation and in the external environment.</p>
Suggested knowledge, experience, skills and behaviours	<p>Works as part of local team, recognising and valuing roles of all team members.</p>	<p>Leads local team and/or responsible for part of wider multidisciplinary team.</p>	<p>Recognised as a team leader outside the organisation and/or at national level (and sought by others to lead teams outside organisation).</p>
	<p>Demonstrates a working knowledge of own limitations and consults with others when needed.</p>	<p>Responsible for advising staff within field of practice within the organisation or wider.</p>	<p>Responsible for advising staff at a higher level within field of practice outside the organisation and/or at a national or international level.</p>