

**Specification of Competency Standards**  
**for the Elderly Care Service Industry**  
**Unit of Competency**

Unit of Competency is applicable across different functional areas

Title	Master Communication Skills with Elderlies
Code	106214L2
Range	This Unit of Competency is applicable to employees in the elderly service care industry. Employees are required to apply the principles of communication to communicate effectively with elderlies in day-to-day working environment, apply specific skills to solve communication problems, respond to their needs, and establish a trustful relationship.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Communication skills with the elderly and relevant knowledge</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Understand the process and different ways of communication</li> <li>• Understand common communication difficulties among elderlies, such as: <ul style="list-style-type: none"> <li>○ Hearing loss</li> <li>○ Cognitive impairment</li> <li>○ Slurred speech after stroke.</li> </ul> </li> <li>• Understand the objective and subjective factors affecting communication, such as: <ul style="list-style-type: none"> <li>○ Noisy environment</li> <li>○ Distracting environment that makes it difficult for elderlies to concentrate</li> <li>○ Lack of suitable hearing aids</li> <li>○ Personal bias</li> <li>○ Poor timing</li> <li>○ Attitudes of both parties</li> </ul> </li> <li>• Understand the principles of communication with the elderly and the correct attitudes</li> </ul> <p>2. Master the skills to communicate with elderlies</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Apply the principle of communication correctly and display good attitude to elderlies in daily scope of work, such as: <ul style="list-style-type: none"> <li>○ Use eye contact</li> <li>○ Use direct and simple phrases</li> <li>○ Use appropriate tone and volume, avoid yelling at elderlies</li> <li>○ Listen carefully, avoid speaking too slowly or too quickly</li> <li>○ Do not rush elderlies to speak, do not lose your patience</li> </ul> </li> <li>• Avoid responses that may offend elderlies, such as: <ul style="list-style-type: none"> <li>○ Ordering tone</li> <li>○ Preachy tone</li> <li>○ Sarcasm and irony.</li> </ul> </li> <li>• Communicate with elderlies in a quiet environment to help them concentrate</li> <li>• Select an appropriate timing for communication, so that elderlies may listen more patiently</li> <li>• If an elderly refuses to cooperate or he/she holds a different opinion, be patient, control your emotions and report to the supervisors if necessary</li> <li>• Use suitable assistive devices or communication channels if necessary, to make communication with elderlies more effective, such as: <ul style="list-style-type: none"> <li>○ Hearing aids</li> <li>○ Pictures</li> <li>○ Body language.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Use specific communication skills according to individual's communication difficulties, such as: <ul style="list-style-type: none"> <li>○ Listen patiently and encourage elderlies to express themselves, especially those with slurred speech after stroke</li> <li>○ Use simple phrases to communicate with elderlies having cognitive impairment</li> <li>○ Use written words or pictures instead of speech if necessary</li> </ul> </li> <li>• Pay attention to the response from elderlies; make sure they receive and understand the messages correctly</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Avoid prejudice against and misunderstanding of elderlies during communication</li> <li>• Build a trustful relationship and respect elderlies by caring about their feelings</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Ability to use appropriate skills to communicate with elderlies effectively; and</li> <li>• Ability to display good attitude when communicating with the elderlies to earn their trust.</li> </ul>
Remark	