



## Article

# Non technical skills in health education competency framework

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## **Non-technical skills in healthcare competency framework**

### **Definition**

A set of social (communication and team working) and cognitive (analytical and personal behaviour) skills that support high quality, safe, effective and efficient multiprofessional care within the complex healthcare system

### **Social Factors**

#### **Communication**

- Uses language clearly
- Organises information
- Ensures receiver of information has understood
- Confirms understanding when receiving information

#### **Team working and Interprofessional skills**

##### **ALL**

- Exchanges relevant information within the team
- Focuses on the patient and their care when conflict arises
- Values team input

##### **LEADERS**

- Seeks and takes responsibility when appropriate
- Identifies when colleagues are struggling and acts appropriately
- Monitors and reviews task progress within the team
- Coordinates workload with colleagues
- Assesses capabilities of individuals within the team
- Demonstrates shared planning with team

### **Cognitive factors**

#### **Personal behaviours**

- Displays personal attributes of compassion, integrity and honesty
- Applies critical self-appraisal
- Welcomes feedback on performance
- Identifies when stress may pose a risk
- Recognises fatigue and considers appropriate actions to negate risk

#### **Analytical skills**

##### **ALL**

- Gathers and analyses information to support awareness of risk of errors
- Changes trajectory when significant risk is encountered
- Identifies viable options available
- Re-evaluates based on situational awareness

##### **LEADERS**

- Encourages active dialogue within the team regarding risk
- Anticipates potential future risks for the team