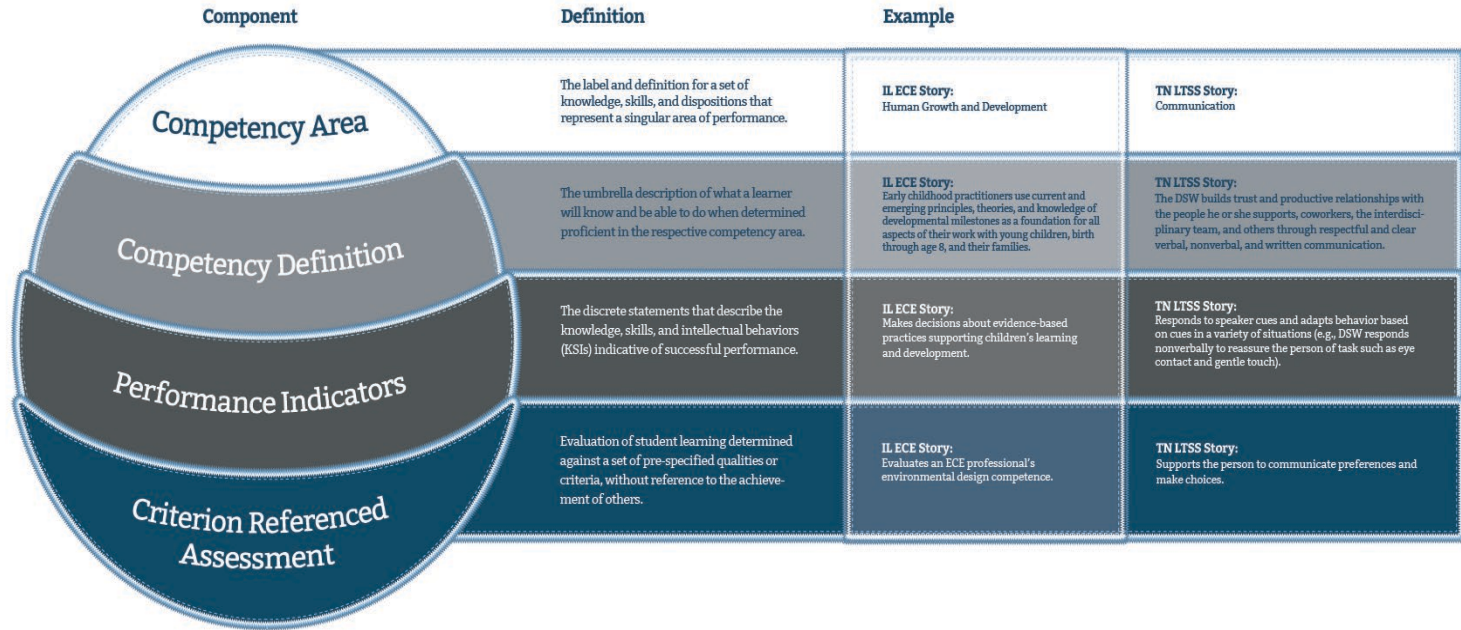


Figure I.3. Illinois ECE and Tennessee LTSS Competency Lexicon





Communication

I show **Communication** competency by doing the following:

- I use person-first language to put the person before the disability and diagnosis
- I keep personal information confidential
- I use common language and avoid using jargon, acronyms, abbreviations, and other specialized language with the person and their family
- I actively work to eliminate misunderstandings in my communication with others
- I practice active listening skills
- I monitor the speed, volume, and tone of my speech
- I provide accurate and clearly written documentation in progress notes, daily logs, charting, emails, etc.
- I recognize barriers and obstacles in my communication with others and make changes as needed

Figure 6.2 Registry System



Type: Validation

Level: Intermediate

[Additional Details](#)

Communication in LTSS

Issued by [The QuILTSS Institute](#)

The Direct Service Worker builds trust and relationships with the people they support, co-workers, and others through respectful and clear verbal, nonverbal, and written communication. Actively listens and responds to the person supported and his/her family members. The earner demonstrates professionalism (e.g., keeps confidential information); supports the person to communicate their needs and wants; participates in the person's support team and empowers the person supported to do so as well.

Skills



Earning Criteria

- ☑ Complete a Communication in LTSS workforce development training course
- ☑ Demonstrate level 2 proficiency on performance-based assessment

Standards

[National Direct Service Workforce](#)

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Communication in LTSS

Last updated 15 Apr 2020

Details Insights History



The Direct Service Worker builds trust and relationships with the people they support, co-workers, and others through respectful and clear verbal, nonverbal, and written communication. Actively listens and responds to the person supported and his/her family members. The earner demonstrates professionalism (e.g., keeps confidential information); supports the person to communicate their needs and wants; participates in the person's support team and empowers the person supported to do so as well.

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The QuILTSS Institute

CREATED
14 Feb 2020

SKILLS

- Active Listening
- Communication In LTSS
- Documentation

Group Communication Individual Communication

- Earners
- Collections
- Issue
- Analytics
- Developers
- Settings





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