

GROW

Ongoing Professional Growth

Communicator

DEFINITION A Communicator is able to express information clearly and concisely in a culturally competent manner. They have great listening skills and are effective at writing as well. Awareness of their communication style is key in order to better understand how well their information is transferring to others.

DESCRIPTION Regardless of where you work, the ability to send and receive information in a clear and effective manner critical. In addition, it's often not *what* you say but *how* you say it that determines whether your message is heard and understood. The good news is that communication, like other skills, can be nurtured over time. Through conscious effort, each of us can develop an awareness of our verbal and non-verbal messages, and cultivate consistent reflective listening skills.

EXAMPLES OF LEARNING ACTIVITIES Do you provide education to patients and their families prior to discharge? Have you ever been required to speak in front of a committee, present at a lunch-and-learn or even speak at a conference? Do you develop written educational material for patients and/or colleagues? All of these, and many more, fit under the domain of Communicator.

What could you do to improve your abilities as a communicator? You could always take a course on effective communication or you could even just look up some tips on the internet. Apply what you learn and you're well on your way.

COMMUNICATOR RESOURCES

Get involved with your College and spread the word...

- * [CRTO Professional Practice Guideline \(PPG\) Documentation](#)



- * [CRTO Professional Practice Guideline \(PPG\) Responsibilities Under Consent Legislation](#)
- * CRTO Read and submit articles for the [E-Bulletin](#) and [Exchange Newsletter](#)
- * CRTO Participate in Member Consultations e.g., revisions to the Professional Misconduct Regulation (2013)

Learn how to be an effective communicator:

- * [Canadian Interprofessional Health Collaborative \(CIHC\) - National Competency Framework-Communication](#) (p.16)
- * [SBAR](#) A Shared Structure for Effective Team Communication

Participate in Communities of Practice (learn from, with and about others)

- * [RTSO](#) Join the leadership network via Ontario Telemedicine Network (OTN) ; submit an abstract or idea for a presentation at the annual forum
- * [CSRT](#) Join special interest groups – take part in the conversations; submit an abstract or idea for a presentation at the annual forum
- * [CIHC](#) Communities of Practice e.g. for Cancer Care
- * [Public Health Ontario](#) Access the PHO resources
- * [Canadian Patient Safety Institute](#) Participate in a virtual forum

Have comments, feedback or ideas to make this even better? Send us an email at GROW@crto.on.ca.

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