

# SAMPLE

## COMPETENCY DETAILS INFANT FAMILY ASSOCIATE (IFA)

### 6. Communicating

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#### *Skill Areas:*

- listening
- speaking
- writing

#### *As Demonstrated by:*

- Actively listens to others and asks questions for clarification
  - Uses appropriate non-verbal behavior and correctly interprets others' non-verbal behavior
  - Communicates honestly, sensitively, and empathically with families, using non-technical language
  - Obtains translation services as necessary to ensure effective communication with families who may experience a communication barrier
  - Writes clearly, concisely, and with the appropriate style (eg, business, conversational, etc) in creating notes, reports, and correspondence
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\*You can find IMH-Competency Domains specific to your category in the full RI-IMH-Competency Guideline Booklet.