



Communication, engagement and relationship-based professional practice – demonstrate knowledge and skills to support effective communication, collaboration and relationship-based practice in a range of settings. Use trauma responsive approaches to actively involve and support the involvement of people, including families and carers to plan, implement and evaluate interventions.

Focus **2.2** Communication, engagement and empowerment.

Mandatory learning activity

Demonstrate how you understand people who use services as experts in their own lives.

Identify the different communication and engagement approaches, including digital capabilities you require for your role to ensure engagement is inclusive, culturally responsive and challenges stigma. Reflect on areas of strength and areas for development.

Provide an example from your practice where you have empowered individuals, families or carers in the planning, implementation and evaluation of an intervention or service.

Review your organisation's policies and procedures for recording, assessment and report writing and consider any implications for your practice.

Please note, this mandatory learning activity relates most closely to core learning element 2: communication, engagement and relationship-based professional practice but all core learning elements are interconnected and should be considered holistically.

Please read [Core learning elements for social workers: NQSW descriptors and mandatory learning activity 2024](#) for full detail on how to meet the NQSW CPL requirements.