

Sample Curriculum– Module Overviews:

Below are sample modules that will be utilized for the training curricula.

Foundational Training Curriculum Example

Curriculum Objective:

To provide HCSPs with a standardized education to ensure a shared understanding of values, principles, and the thinking behind HCBS work.

Module 1: Effective Communication in Home and Community-Based Services *(Estimated Duration: 40 min)*

Module 1: Objectives: To enhance HCSPs' communication skills to allow HCSPs to effectively and respectfully communicate with clients that have various cultures/disabilities, their families, and other care providers.

Module 1: Content Overview:

Introduction to Effective Communication

- Understand the importance of effective communication in home & community-based services.

Communicating with Family Members

- Learn strategies for building rapport and trust with the client's family members.
- Understand how to effectively address concerns and provide updates.

Utilizing Communication Tools:

- Understand how to utilize communication tools for clients that have challenges with communication (e.g., phones, communication boards, etc.)
- Practice performing practical applications of communication tools.

Components of Effective Communication

- Learn how to use common communication tools to improve client care such as active listening, clear and concise language, reflection, SBAR,
- Learn about verbal and non-verbal communication.
- Understand the importance of communication tools and their role in effective communication.

Culturally Appropriate Communication

- Understand cultural differences in communication styles and norms.
- Learn effective ways to respect cultural diversity & adapt communication practices.

Effective Communication

- Learn different communication styles (e.g., assertive, empathetic, collaborative).
- Understand how to choose an appropriate communication style for the client.

Various Forms of Communication

- Explore verbal, non-verbal, and assistive technology-based communication methods.
- Perform practical exercises to improve proficiency in different forms of communication.

Understanding Individual Preferences

- Learn to recognize and respect individual preferences for communication.
- Understand strategies for identifying and utilizing preferred communication methods.

Module 1: Learning Activities

Role Play – Engage in role-playing scenarios to practice effective communication techniques in various client-caregiver interactions. This hands-on approach allows HCSPs to apply communication strategies learned in the module within simulated real-life situations, facilitating skill development and confidence.

Quizzes – Assess understanding and retention of module content through quizzes that cover key concepts, communication tools, and cultural competency. Quizzes help HCSPs to reinforce their learning, identify areas for improvement, and track their progress in mastering communication skills essential for client-centered care.