

## ST4 2024 Scoring Guidance Professional Behaviour & Communication

Demonstrates capacity to communicate effectively and behave professionally with recognition of the need for these skills to underpin medical practice

1 Unsatisfactory	2 Weak	3 Typical	4 Very Good	5 Outstanding
Used poor verbal communication. Poor verbal engagement with assessor.	Borderline verbal communication. Conversation was not maintained through all of the interview, easily distracted.	As expected of a Core trainee-communicated, mainly good verbal engagement with assessor.	Good verbal communication, clear and concise.	Excellent verbal communication at ease. Good information flow.
Inconsiderate or rude. Poor response to challenges made.	Occasional rudeness or lack of empathy demonstrated. Inconsistent responses to challenges made.	Was considerate, responded well to challenges made most of the time.	Showed considered response to challenges made all of the time.	Planned and considered responses to challenges made all of the time with empathy.
Poor eye contact and was unable to adapt body language/behaviour.	Occasional eye contact but not maintained, ineffective use of non verbal behaviour. Hesitation.	Good eye contact and non verbal behaviour Some hesitation and pauses.	Good eye contact and non verbal behaviour, interview flowed most of the time.	Good eye contact and effective non-verbal behaviours, 2 way conversation flowed easily.
Was defensive/aggressive/agitated during assessment.	Defensive on probing, occasional agitation when challenged.	Appeared comfortable during assessment most of the time.	Comfortable and relaxed throughout.	Remained relaxed and comfortable throughout. Easy 2 way conversation.
Demonstrates no understanding of the importance of effective communication.	Demonstrates little understanding of the impact of poor communication.	Has an adequate appreciation for the importance of effective communication.	Demonstrates a good understanding of importance of effective communication.	Demonstrates an excellent appreciation of the need for doctors to communicate effectively.
Poor understanding of the concepts of Good medical practice.	Limited understanding of the concepts of Good medical practice.	Basic understanding of the concepts of Good medical practice.	Good understanding of the concepts of Good medical practice.	Excellent understanding of the concepts of Good medical practice.