

2 day course

Learning and Development Centre
St Helena, Myland Hall,
Barncroft Close,
Colchester, CO4 9JU



Advanced Communication Skills Training

This course will enable you to enhance your skills and confidence when communicating with patients, families and colleagues. The course uses role play and trained actors to simulate communications scenarios, empowering participants to maximise development of their communication skills within a safe environment whilst receiving supportive and constructive feedback.

Who should attend?

This course is aimed at senior healthcare professionals (Band 6 and above) who are working directly with patients and families.

Learning objectives:

- To understand the importance of effective communication and the consequences of poor communication
- To identify blocking and facilitating strategies used when communicating
- To increase awareness of own communication skills
- To explore strategies to develop your communication skills
- To increase ability to deliver information effectively and explore decision-making
- To increase confidence in responding to difficult communication situations
- To enhance inter-professional communication

Learning methods:

A willingness to use experiential methods of learning and to undertake a video recorded role-play once during the course is an expectation.

This is a two day course (9am-5pm). The cost of the course is £400.00 per person and includes buffet lunch and refreshments.

Dates and booking

19 th & 20 th November 2018	Monday and Tuesday	9:00-17:00
21 st & 22 nd March 2019	Thursday and Friday	9:00-17:00
1 st & 2 nd July 2019	Monday and Tuesday	9:00-17:00
7 th & 8 th November 2019	Thursday and Friday	9:00-17:00

To book a place email
education@sthelena.org.uk