

Advanced Communication Skills Training

Target Audience:

All experienced clinical staff who have difficult conversations as part of their everyday role and who have received previous communication skills training

Content:

The evidence base for effective communication

Key communication strategies for managing difficult conversations:

- Handling strong emotions/ managing conflict
- Giving significant news
- Introducing sensitive topics (such as DNACPR conversations)

Videoed role play, within small groups, to practice such scenarios (with professional actors)

Content is based on the Connected 2 Day Model® of Advanced Communication Skills Training

Learning outcomes

- Increase awareness of own communication skills
- Explore strategies to improve quality of clinical communication
- Increase ability to deliver information effectively and explore decision-making
- Increase confidence in responding to difficult communication situations
- Enhance inter-professional communication

Dates	Time	Venue
Course Code: WHERTS1 Day 1 – Wednesday 13 th June 2018 Day 2 – Thursday 14 th June 2018	0900 – 1700 0900 – 1700	The Hospice of St Francis Spring Garden Lane Berkamsted, HP4 3GW
Course Code: ENHERTS1 Day 1 – Monday 25 th June 2018 Day 2 – Tuesday 26 th June 2018	0900 – 1700 0900 – 1700	Isabel Community Hub, Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH
Course Code: BEDS1 Day 1 – Thursday 26 th July 2018 Day 2 – Friday 27 th July 2018	0900 – 1700 0900 – 1700	Peter Newton Pavilion Skimpot Road Dunstable LU5 4JU
Course Code: ENHERTS2 Day 1 – Wednesday 31 st October 2018 Day 2 – Thursday 1 st November 2018	0900 – 1700 0900 – 1700	Stevenage Football Club, Broadhall Way, Stevenage, Herts, SG2 8RH
Course Code: BEDS2 Day 1 – Thursday 29 th November 2018 Day 2 – Friday 30 th November 2018	0900 – 1700 0900 – 1700	Peter Newton Pavilion Skimpot Road Dunstable LU5 4JU
Course Code: WHERTS2 Day 1 – Tuesday 29 th January 2019 Day 2 – Wednesday 30 th January 2019	0900 – 1700 0900 – 1700	Stanborough Centre 609 St Albans Road, Watford, WD25 9JL

Booking:

For enquiries and to book onto course, please contact education@stfrancis.org.uk

Please quote course code for the course you are interested in and how course payment will be made.

Cost - £350 per delegate for the 2 day course (Cost includes workbook, refreshments and lunch)