

ADVANCED COMMUNICATION SKILLS TRAINING

FACULTY OF MEDICINE AND
HEALTH SCIENCES

THE ADVANCED COMMUNICATION SKILLS TRAINING COURSE IN A NUTSHELL

Advanced Communication Skills Training (ACST) is an established two-day course for all senior health and social care professionals (band 6 and above) who want to enhance or refresh their communication skills. This evidence-based course is suitable for a range of professionals, not only those working in cancer or end of life care settings.

The ACST course is led by accredited, highly trained and assessed facilitators, who are also experienced health care professionals. The course has a practical focus based around experiential learning, role-play and interactive workshops.

In small groups, we provide a safe and supportive environment which enables participants to recreate examples of challenging communication from their own individual work setting. Using specialised actors to portray different roles such as a patient, family member or colleague we film individual scenarios and through a process of constructive peer assisted feedback explore different strategies for managing the challenge.

HIGHLIGHTS OF THE COURSE

- Evidence based, originating from former nationally implemented CONNECTED course
- Practice focussed & learner centred
- Supportive and constructive learning environment
- Excellent course feedback

WHAT WILL I LEARN?

The ACST course will:

- Increase awareness of own verbal and non-verbal communication skills and style
- Increase confidence in responding to common communication challenges such as;
 - Information gathering and giving with time constraints
 - Handling strong emotions (e.g. anger/distress)
 - Shared decision making
 - Breaking bad news
 - Initiating and sustaining end of life conversations
 - Dealing with complaints
 - Working with colleagues

WHY ARE COMMUNICATION SKILLS IMPORTANT?

Numerous reports and studies have identified communication as an essential component for all health and social care professionals who have regular face to face contact as part of their role.

Communication skills training, using evidence-based methods have been shown to have a number of benefits for patient care, professional practice & organisations including improved:

- Quality of life
- Adherence with treatment plans & ability

to self-manage

- Patient experience and satisfaction
- In addition, it has been shown that increased confidence and competence in communication skills can reduce:
- Stress in health professionals
 - Errors and minimise complaints
 - Costs
 - Consultation length (NICE Guidance and Care Quality Commissions Quality Standards)





WHAT PARTICIPANTS SAY

Feedback provided by healthcare professionals who have attended Advanced Communication Skills Training courses delivered by The University of East Anglia

“A fantastic course with so much helpful information gained on all aspects of advanced communication. I would recommend this course to all of my nursing and medical colleagues.”

“This has been the most useful course on communication skills I have ever attended.”

“I learnt far more than I imagined I would. I am delighted to report my clinic finished ahead of schedule last week after listening to the patients and saying less.”

“I have been able to use various techniques that were taught on this course to help me in both my work and home life. All candidates were supported to get the most from this course and I would highly recommend attending.”

COURSE STRUCTURE

The course runs over two consecutive days using an interactive workshop approach. A willingness to use experiential methods of learning is important and it is a prerequisite of the course that all participants undertake a video recorded role play during the two days. Please note that attendance at all sessions over the two days is required in order to receive the certificate of attendance.

Participants will receive a workbook prior to attendance that contains reading and reflective exercises on current practice and

key communication challenges. This book should take approximately 30-60 minutes to complete and forms a key component of group discussions on the first day of the course.

Each course provides an overview of the evidence base which supports the specific communication skills and strategies to communicate effectively with patients, carers and colleagues. A summary of these will be provided as a resource for each participant for future reference and continued learning.



HOW TO APPLY

For more information on the course contact The University of East Anglia Workforce Hub on +44 (0)1603 597199 or email fmh.cpd@uea.ac.uk

The cost of a place on this two day course is £425 and includes lunch, refreshments and all course materials.

To book a place visit <https://store.uea.ac.uk/short-courses/faculty-of-medicine-and-health-sciences/short-courses-and-study-days>

For further information on continuing professional development courses offered by The University of East Anglia visit www.uea.ac.uk/fmh/cpd



