

## Advanced Communication Skills for Healthcare Professionals

This advanced workshop is designed to build on the foundations of communications between professional and patient without being a workshop all about the process of consultation. The primary focus is on the fundamental elements of rapport and empathy and the barriers that can affect communication and behaviour at a personal level.

### **Learning objectives:**

By the end of the one day workshop, delegates will be able to:

- Understand other people's needs and learn to change your perspective based on their view to improve your conversation
- Prevent misunderstandings by clarifying intentions and avoid common mistakes that escalate the situation rather than resolve it
- Avoid blaming others and take responsibility for your own contribution to any situation
- Understand and manage your feelings so they don't clutter your understanding or affect your conversations with others
- Handle difficult conversations by monitoring implicit messages and use techniques to gain rapport

### **Outline Programme:**

Pre-workshop reflective task

- Communication in the context of clinical competence
- Understanding Perceptions
  - How we perceive the world
  - How patients form perceptions
- Intention Analysis
  - Why intent and impact are different
  - How intentions are filtered and generate impact
  - The challenge of patients/service users
  - How effective communication fits in to a consultation model
- The Cycle of Blame and Disengagement
- Feelings & emotions
  - The impact of unexpressed feelings and the link to family scripts
  - Guidelines for sharing feelings
  - Responding to your own feelings
- Difficult conversations that involve feelings

**7 guided learning hours**  
**7 CPD Points**

