

Will deliver the following course as detailed below:

## Advanced Communication Skills within Healthcare

**Date:** 15<sup>th</sup> January 2026  
**Location:** Victoria House, Cambridge CB21 5XB  
**CPD Points:** 6  
**Times:** 9:00am-4:00pm  
**Facilitator:** Jane Grant



Effective communication skills within medicine - or in life generally - are crucial for any successful interaction with people. This programme explores the possibilities of advanced communication within a healthcare setting whilst focusing on areas such as assertiveness, conflict, and different personality styles.

### Measurable Aims: At the end of this programme, the delegate can:

- Recognise the 7 ways to influence others
- Name the percentages used in the TRIAD
- Name your assertive rights
- Discover how assertive you are and the differences between aggression, passivity, and assertiveness.
- Deal with conflict and understand how transactional analysis can be used
- Name three ego states and how to recognise them
- Explore how to listen effectively. Generally, in life people hear but do not

### The programme Includes:

- Module 1: Influencing Others:
- Module 2: Building Rapport:
- Module 3: Assertiveness:
- Module 4: Communication Issues:
- Module 5: Key Communication Skills: