

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



Note to delegate: There is formal pre-work for this workshop which will be sent to you before the workshop. You may also wish to think in advance regarding the objectives, or do some reading around the topics.

What do you already know? What would you like to get out of this workshop?

Objective 1: Understand other people's needs and learn to change your perspective based on their view to improve your conversation

Objective 2: Prevent misunderstandings by clarifying intentions and avoid common mistakes that escalate the situation rather than resolve it

Objective 3: Avoid blaming others and take responsibility for your own contribution to any situation

Objective 4: Understand and manage your feelings so they don't clutter your understanding or affect your conversations with others

Objective 5: Handle difficult conversations by monitoring implicit messages and use techniques to gain rapport

