

Enhanced Communication Skills: Practitioner Level

Suitable for all practitioners who come into contact with palliative and/or end-of-life patients.

Learning Outcomes - By the end of the course, you will:

- Understand the importance of effective communication in health and social care
- Be able to identify and practise the skills to facilitate effective communication
- Be able to identify potential barriers to effective communication in health and social care
- Be able to discuss, identify and demonstrate strategies to manage communication challenges
- Receive feedback on communication skills in a safe environment

What will I learn?

The course aims to increase your confidence and competence in communicating with palliative care patients and their carers.

There will be an opportunity to practise key communication skills within a set scenario. We will cover scenarios that will include dealing with emotions like anger, denial and distress, dealing with withdrawn patients and dealing with difficult questions.

2024 session dates at HRI - Forum 2 (*17th April in Forum 1B*):

Monday 4th March
Wednesday 17th April
Monday 13th May

Tuesday 11th June
Monday 15th July
Thursday 12th September

Monday 21st October
Monday 25th November
Thursday 5th December

All session times are 9am until 4pm

If you would like to reserve a place on this course please contact our Education Team on education@overgatehospice.nhs.uk or email EOlCTeam@cht.nhs.uk