

Advanced Level Communication Skills



**For RN's Band 5 and Senior Health Care
Professionals Band 3 and 4**

You must be able to attend both days

2nd & 3rd May 2018

18th & 19th September 2018

9.30am to 4.30pm

Seminar Room, Hospice Isle of Man

Please send your completed application form two weeks prior to date of the course to the Education Department at Hospice or email application form to education@hospice.org.im to secure a place.

Target audience

This course will be of interest to health and social care professionals working in posts graded Band 3 4 and 5 who wish to enhance their skills in communicating with people with a life limiting illness. You must already have knowledge of communication skills and models to gain the most from this day.

Not suitable for health care professionals who do not have frequent contact with patients or relatives.

About the course

Aim of this course is to enhance health care professionals' skills in communicating with people with a life limiting illness and to develop strategies to deal with challenging communication situations in practice.

This course will help participants to:

- Develop an awareness of own behaviours and barriers to good communication
- Explore strategies to improve quality of clinical communication
- Increase ability to deliver information effectively and explore decision making

Course Content

Setting learning outcomes/negotiated themes

Communication Tools

Facilitating skills and blocking behaviours

Strategies for dealing with challenging communication situations, attending to cognitions, emotions and behaviour using role play scenarios

Coping strategies for health care professionals

Course requirements

There will be a pre-course workbook which participants are expected to read.

This will ensure that everyone has the necessary knowledge to gain the most from the experiential learning.

Everyone will take part in the role play scenarios.

Course requirements

Attendance at both days and all participants must take part in the simulated scenarios