



Foundation Level Communication Skills

20th February 2018

18th June 2018

22nd November 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 the Education Department at Hospice or email application form to education@hospice.org.im to secure a place.

Target audience

This workshop will be of interest to all trained and untrained health and social care workers with little or no communication skills training.

This provides the foundation knowledge and skills which the intermediate and advanced level courses build on.

About the course

Aim of the course is to promote participants' awareness of personal communication skills and to help them develop strategies for dealing with challenging communication situations.

Learning outcomes

Address communication challenges facing front line staff:

- Define what is effective communication?
- Look at how do we communicate effectively?
- Enhance all types of communication including written, verbal and listening skills

Programme

What is communication?

How do we Communicate?

Keys to good listening

Barriers to communication

Blocks to listening

What constitutes bad news?

Hearing bad news

I don't know what to say

Difficult conversations