



Intermediate Level Communication Skills

28th & 29th March 2018 **Cancelled**

18th & 19th October 2018

9.30am to 4.30pm

Seminar Room, Hospice Isle of Man

You must be able to attend both days

Please send your completed application form to the Education
Department at Hospice to secure a place or email
education@hospice.org.im

Target audience

This course will be of interest to all trained health care professionals who wish to enhance their skills in communicating with people with a life limiting illness. You must already have had some form of basic communication skills training to gain the most from this day.

Not normally suitable for health care professionals who do not have 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
- Utilise a range of skills to improve communication, empathy, questioning skills, listening skills
- Identify what is bad news and develop skills to improve how this is broken to patients
- Ask crucial questions at the right time for the patient
- Demonstrate an improvement in their communication with patients with a life threatening illness

Course Content

Welcome and introductions

Context of communication in life limiting illness

Breaking bad news – SPIKES

Handling difficult questions

The skills of communication

Facilitating skills and blocking behaviours

Strategies for dealing with challenging communication situations e.g. anger, distress, collusion, denial

Attending to cognitions, emotions and behaviour

Coping strategies for health care professionals

Course requirements

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