



Difficult Telephone Conversations

18th May 2018

19th November 2018

2pm to 4pm

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 647487 or email application form to education@hospice.org.im to secure a place.

Target audience

This workshop will be of interest to all workers who are involved in difficult conversations via the telephone

This workshop will be extremely useful to clinical secretaries, ward clerks as well as health and social care professionals.

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

- Specific communication skills
- Challenges from practice
- Strategies to approach highly charged calls.
- How to offer feedback in order to develop your own skills and the skills of others

You will have the opportunity to rehearse communication skills in a safe environment.