

Communication Skills

Date and Venue:

Friday 9th September, 2016
Alverton Hotel, Truro

Course Organiser:

Carrie Bradburn, Dental Postgraduate
Tutor

Course Lecturers:**Kit Maher Carol**
Brooking Cascade

Programme

09.00 – 09.30 Registration and Tea/Coffee

09.30 -10.45 Good listening skills and body language

10.45 - 11.15 Tea/Coffee

11.15 -12.30 Appropriate and inappropriate vocal tone and non-verbal
communication

12.30 – 13.30 Lunch

13.30 – 14.45 Blocks to listening and skills for checking shared understanding

14.45 – 15.15 Tea/Coffee

15.15 – 16.30 How to repair a communication that is going wrong

16.30 Close

Aim: To explore those communication skills that have an impact on staff and client relationships

Objectives: By the end of the workshop participants should:

Have practiced good listening skills and know how body language can be supportive or undermining
Understand the impact of appropriate and inappropriate vocal tone and non-verbal communication in
building rapport
Discover blocks to listening and skills for checking shared understanding
Know how to repair a communication that is going wrong

Outcome: Understand the importance and power of good non-verbal and verbal communication