

Communication in the Real World 2-Day Course

Tutor: David Clegg, Career Skills Training Ltd

DAY ONE

9:15 Registration and Refreshments

9:30 Course Starts

- Welcome and introductions
- Overview of the course and what we want from it
- Identifying challenging or difficult communication situations and how we respond to them
- Introduction to communication models, how we communicate and how we can improve
- Being more assertive

10:45 BREAK

11:00 Team Roles and Listening Skills

- Understanding our preferred team role and how we interact with others within teams
- Communication models such as "The Skilled Helper"
- Strategies for developing more effective listening skills

12:30 LUNCH

The afternoon session will build on case studies, scenarios, communication challenges and difficulties discussed in the morning session. There will be flexibility over timings/content to reflect this.

1:00 Communication Skills Practice

- Small group practical work with other delegates and simulator covering example scenarios based on interactions with patients, relatives, colleagues.
We will use real-world examples identified in a pre-course survey or coming out of course activities.

2:15 BREAK

2:30 Communication Skills Practice

- Small group practical work with other delegates and simulator covering example scenarios based on interactions with patients, relatives, colleagues.
We will use real-world examples identified in a pre-course survey or coming out of course activities.

4:00 CLOSE

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DAY TWO

9:15 Registration and Refreshments

9:30 Start of Day 2

- Reflections on day one
- Communicating with empathy

10:00 Other communication strategies

- Breaking Bad News
- Delivering Constructive Feedback
- Responding to critical feedback in a positive way

10:45 BREAK

The practice sessions will build on case studies, scenarios, communication challenges and difficulties discussed during day one and the morning session of day two. There will be flexibility over timings/content to reflect this.

11:00 Communication Skills Practice

- Small group practical work with other delegates and simulator covering example scenarios based on interactions with patients, relatives, colleagues.
We will use real-world examples identified in a pre-course survey or coming out of course activities.

12:30 LUNCH

1:00 Communication Skills Practice

- Small group practical work with other delegates and simulator covering example scenarios based on interactions with patients, relatives, colleagues.
We will use real-world examples identified in a pre-course survey or coming out of course activities.

2:15 BREAK

2:30 Conflict Resolution

- Identifying our preferred response to conflict at work and considering other approaches
- More communication tips, models and strategies for effective communication - building on the scenarios and practice sessions from throughout the course.

3:30 Final course review and action planning for on-going improvement.

4:00 CLOSE