

# Communication In The Real World (2-Day Course)

## Additional Information

**Tutor:** David Clegg

### Course Objectives:

By the end of the 2 days participants will have had the opportunity to:

- Identify difficult communication situations and challenges they face communicating at work
- Consider different theories and models of effective communication
- Understand team roles and identify their preferred team role
- Practice different communication techniques with other delegates and a simulator (patients/carers/colleagues)
- Receive feedback on their performance and communication skills (and give feedback to others)
- Think about the way they respond to conflict at work and consider different approaches to these challenging situations

### Teaching Methods:

This is a practical and interactive course using a range of participative teaching methods including: presentations, individual tasks, small group discussions and activities, practise sessions with a simulator.

### Pre-Course Tasks:

There are no formal pre-course tasks, however delegates are asked to complete a quick on-line questionnaire about communication challenges at work (3 questions) prior to attending. Delegates are also asked to reflect on communication scenarios they have faced that they would find useful to explore during the course.

### Course Materials:

Delegates will receive PDF course handouts after the course.

### Feedback Comments:

Your feedback is important to us and helps us ensure our teaching training programme delivers good quality teaching and training. We are very pleased that this course receives positive feedback ratings and comments, recent responses include:

*"Very useful and relevant to clinical practice.  
It will hopefully help me improve how I deal with difficult situations at work."  
"Excellent learning environment"  
"Thank you for an enjoyable course."  
I will definitely be able to use the advice with colleagues and patients in the future."  
"Excellent speaker"  
"Good course"*

### Further Information:

If you require any further information about the course please email the course tutor, David Clegg, via [david@davidclegg.co.uk](mailto:david@davidclegg.co.uk)