

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 and difficult communication situations and how we respond to them.
- Understanding our preferred team role and how we interact with others
- Introduction to communication models, how we communicate and how we can improve.

10:45 BREAK

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 pre-course survey or coming out of course activities.

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 pre-course survey or coming out of course activities.

2:15 BREAK

2:30 Communication Models and Strategies

- Strategies for developing more effective communication skills
- Being more assertive at work
- Communication models such as "The Skilled Helper"

4:00 CLOSE

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DAY TWO

9:15 Registration and Refreshments

9:30 Start of Day 2

- Reflections on day one

10:00 Feedback

- Improving how we deliver feedback to colleagues
- Feedback models and structure
- Responding to critical feedback in a positive way

10:45 BREAK

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 pre-course survey or coming out of course activities.

12:30 LUNCH

The afternoon session will build on case studies, scenarios, communication challenges and difficulties discussed in day one and the morning session of day two. 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 pre-course survey or coming out of course activities.

2:15 BREAK

2:30 More communication tips and strategies

- Other 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