

Will deliver the following course as detailed below:

Advanced Communication Skills within Healthcare

Date: 24th February 2022
Location: Virtual Delivery Via Zoom
CPD Points: 6
Times: 9:30am-4:00pm
Facilitator: Ian Smith



Effective communication skills within medicine - or in life generally - are crucial for any successful interaction with people. This programme explores the possibilities of advanced communication within a healthcare setting whilst focusing on areas such as assertiveness, conflict, and different personality styles.

Measurable Aims: At the end of this programme, the delegate can:

- Recognise the 7 ways to influence others
- Name the percentages used in the TRIAD
- Name your assertive rights
- Discover how assertive you are and the differences between aggression, passivity, and assertiveness.
- Deal with conflict and understand how transactional analysis can be used
- Name three ego states and how to recognise them
- Explore how to listen effectively. Generally, in life people hear but do not

The programme Includes:

- Module 1: Influencing Others:
- Module 2: Building Rapport:
- Module 3: Assertiveness:
- Module 4: Communication Issues:
- Module 5: Key Communication Skills: