

Advanced Communication Skills Masterclass (Core Day 1 – Modelling Professional Behaviours)

Summary of workshop

This workshop is targeted towards healthcare professionals who aspire to elevate their communication skills and exemplify exceptional professional conduct in complex scenarios. Facilitated by a senior trainer from DoctorsTraining, and supported by two skilled medical education actors, this workshop is designed to augment learners' proficiency in effectively communicating in challenging situations.

What will be covered?

- Understand the value of effective communication and the importance of civility, self-compassion, and compassion for colleagues and patients
- Identify potential barriers to effective communication and learn strategies to overcome them
- Improve your skills to communicate effectively in high-pressure situations by gaining a better understanding of yourself
- Explore communication frameworks and different approaches to tackle a range of communication challenges
- Practice active listening, supportive and challenging questioning techniques, reframing, and developmental feedback to enhance your communication skills
- Model professional behaviours that promote a culture of respect, safety, and well-being in the workplace
- Develop an individualized plan to apply your new skills and behaviours to your everyday practice

Who is it for?

Postgraduate doctors, SAS, local employed doctors, consultants, and allied healthcare professionals.

6

Hours

**4 Min
10 Max
Numbers**

**Virtual
or
F2F**

Thursday 21st September 2023 - Face to Face

or

Thursday 15th February 2023 - Virtual

Time: Start: 09:30 (Doors open 9:20)
Finish: 15:30

Breaks: Coffee 10:45, Lunch 12:30 - 1-15,
Tea 2.30

Book with your local centre



DoctorsTraining is a collaboration of senior doctors in postgraduate medical education, executive coaches, and experienced medical leaders.

We provide space to think, time to share ideas and an opportunity to learn with fellow professionals.

We are authentic, highly credible, and passionate about supporting the current and future NHS workforce

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Meet the team

"The actors were absolutely brilliant, they were able to fit perfectly with the scenarios and you really felt like it was an actual case you were seeing. I truly appreciated all their feedback and little input they gave as suggestions to use."

Juchiac Anita - Varvara
University Hospitals of Leicester NHS Trust