

## 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?

Y&H Trainees

**6**  
Hours

**4 Min**  
**10 Max**  
Numbers

**Virtual**  
or  
**F2F**

Thursday 7th December 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*

**#smallchanges-bigimpact**

**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