



Advanced Communication Skills 2 Day Masterclass

Day 1 – Modelling Professional Behaviours

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.

Day 2 - Understanding and Challenging our own Professional Behaviours

Building upon the foundation of day 1 the stage 2 workshop offers a personalised experience for individuals to hone their communication skills in smaller group settings. By providing the opportunity to focus on specific scenarios, participants will engage in intensive practice that will refine their abilities to effectively communicate in complex and challenging situations.

Core Day 1 – Modelling Professional Behaviours

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

Day 2 - Understanding and Challenging our own Professional Behaviours

What will be covered?

- Developing a deeper understanding of communication frameworks and strategies for handling various communication challenges in the workplace
- Enhancing communication skills in challenging scenarios, such as conflict resolution, delivering constructive feedback, breaking bad news, managing complaints or errors, and more
- Increasing self-awareness and understanding to communicate with greater clarity and compassion
- Improving leadership and interpersonal skills by reflecting on complex scenarios, learning useful tools and phrases, and applying them in practice

6
Hours

6 - Max
Numbers

Virtual
or
F2F

Cohort 1 - Face to Face

Thursday 7 December 2023

Friday 8 December 2023

Cohort 2 - Virtual

Thursday 15 February 2024

Thursday 14th March 2024

Time: Start: 09:30 (Doors open 9:20) Finish: 3:30

Breaks: Coffee 10:45, Lunch 12:30-

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, share ideas and to learn with fellow professionals.

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

Meet the team

#smallchanges-bigimpact

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