

Enhanced Communication

WH TRAINING

Enhanced Communication Skills

Managing difficult conversations



For any enquiries or assistance with bookings please contact WHtraining@wakefieldhospice.co.uk

Enhanced Communication Skills

This one day workshop will focus on theory and practical skills required to communicate both sensitively and effectively. Good communication is a central aspect of end of life care and has shown to enhance dignity and respect, reduce complaints and improve the quality of care not only for individuals and their families but also the environment which we work in.

Topics will include:

- Theory and principles of communication
- Discuss barriers to communication
- Recognising cues and concerns
- Strategies when you 'don't know what to say'
- Awkward questions
- Listening skills
- Managing difficult conversations.

Suitable for:

- Staff involved with Service Users who have a life limiting illness
- All Health and Social Care workers
- For staff who End of Life Care is not the main focus of their work

Format:

The day will include presentations, group discussions and interactive sessions.

Duration:

One day workshop

Cost: £80 per person (excl VAT)