

ADVANCED COMMUNICATION SKILLS TRAINING

Delivered by the
HERTS AND BEDS PALLIATIVE AND END OF LIFE CARE EDUCATION GROUP

WHO SHOULD ATTEND?

All experienced Health and Social Care Professionals who have difficult conversations as part of their everyday role and have had previous communication skills training.

WHEN IS THE COURSE?

29th & 30th Jan 2019 at the Stanborough Centre, Watford
25th & 26th Apr 2019 at Isabel Community Hub, Welwyn
5th & 6th June 2019 at The Hospice of St Francis, Berkhamsted
25th & 26th July 2019 at the Peter Newton Pavilion, Dunstable

CONTENT:

Based on the Connected training course, it provides the delegates with key communication strategies for managing difficult conversations they experience in their role:

In small groups (maximum of 10) delegates practice scenarios with professional actors playing different roles (such as the patient, family member or colleague). These scenarios may include;

- Handling strong emotions
- Difficult Conversations
- Giving significant news to the patient and or family member
- Introducing sensitive topics (such as DNACPR conversations)

Each role play is filmed with delegates providing constructive feedback allowing students to develop their skills in a safe environment.

WHAT HAVE OUR DELEGATES SAID?

"I have come away with more confidence in dealing and discussing issues surrounding palliative care, particularly the difficult part of talking about dying and what the patient's/carer's wishes are"

"The course has been extremely helpful. The facilitators and the actors have been absolutely fantastic: providing practice-challenging feedback – in some cases, closure for incidents that have been difficult emotionally."



HOW DO I BOOK?

For enquiries and to book onto the course, please contact education@stfrancis.org.uk

Cost - £350 per delegate for the 2 day course. Fees are required on application.

Previous delegates have been able to obtain funding from external organisations, particularly those from hospice and community nursing settings.

Please ask education@stfrancis.org.uk for more details.

Administrated by:

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