



Introduction to Communication Skills via e-learning or face-to-face

Description

Communication sits at the very heart of everything we do. We communicate messages through all of our actions. For example, talking to patients, providing hands-on care, talking to relatives on the phone, walking past a patient's bed, and handing over to colleagues. And the list goes on. When we communicate well, it can make a massive difference in how another person feels. We in turn, can feel empowered and motivated to make a positive difference to patient care. But we don't always get it right.

Discover how you can become a better and more reflective communicator. Not only will you feel better and more in control but your patients and colleagues will benefit from your interactions with them.

Who is this course for?

This level 1 course is designed for anyone who interacts with patients/clients/service users in a healthcare or social care setting and has no prior experience of communication skills training. You may be a:

- health care assistants,
- students,
- nurses,
- allied healthcare professionals and
- work in supporting role (i.e. administration, receptionist)

Why this course will help you

You will already be using a lot of the skills we cover, but you may not appreciate the significance of the skills you are using, or how best to use them. This course will help you become a more skilled and reflective communicator, and may help you in your career progression.

Course objectives

In this course we will explore essential and simple communication skills we can use to help meet the needs of our patients/clients/service users. In this course you will learn:

1. What communication is and why it sometimes fails
2. How to use verbal, nonverbal and written communication
3. Five common communication barriers
4. Starting a conversation
5. Strategies for effective listening
6. Asking closed and open questions

How our course works

We have developed an e-learning course, which individuals can purchase themselves or we can arrange for organisations to purchase a number of places for their teams.

The online course would take participants about 1-2 hours to complete and they will receive a certificate once they have completed the course.

Alternatively, we can work with organisations to develop bespoke courses for your own teams, and deliver these face-to-face or online.

How much does the course cost?

The price of e-learning courses are listed against each course on the e-learning platform. For bulk orders we can negotiate a discounted rate.

The development of a bespoke course will very much depend on the time taken to develop and deliver the course and will need to be negotiated. It may be that you have a specific budget in mind and we would consider what we could develop and deliver for your budget.

For an informal discussion, please contact us via email: lfurber@healthcarecommunicationmatters.co.uk and we can arrange to meet for an informal conversation.

We look forward to speaking to you soon.

Lynn and the team