

# 2 Day Advanced Communication Skills Course for Doctors

Formed in 2004, Oxford Medical Training is now the UK's leading provider of high quality career development for doctors, specialising in advancing leadership, management, communication and teaching skills in the medical environment.

This two day course combines our 1 Day Team and Patient Communication Skills courses.

**The Patient Communication Skills day** is designed to build upon your existing knowledge and experience, introducing concepts and using exercises to increase your self-awareness and clarifying factors affecting patient behaviour. You will then have the opportunity to practice difficult scenarios in a safe environment, helping you to develop both personal resilience and efficiency while having a positive influence on the patient's experience.



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## Learning Outcomes of Advanced Patient Communication Skills Day

The course will enable you to:

- Be clear regarding what both patient and doctor need to communicate to each other
  - Improve your ability to create rapport and demonstrate empathy
  - Develop your self-awareness
  - Identify your own personal communicating style and how to use it effectively
  - Explore factors affecting the communication and behaviour of both doctor and patient
  - Integrate new approaches to your patient interactions
  - Apply these points to breaking bad news, dealing with complaints as well as when and how to say no.
  - Address issues of patient compliance
  - Experiment with new ideas and approaches in a safe environment
  - Create a personal action plan to support your ongoing development
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# 2 Day Advanced Communication Skills Course for Doctors

**The Team Communications Skills day** will challenge and stimulate you to think again about how to communicate with colleagues and superiors in a large 'organisational' context, to get things right first time. It is suitable for those working within multi-disciplinary teams and for all grades and specialities. This will be an interesting, demanding but fun day which uses a sequence of interactive group sessions and spontaneous role-plays to enable you to become a better communicator.



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## Learning Outcomes of Advanced Team Communication Skills Day

Course content will enable you to:

- Identify your own communicating style and how to use it effectively
- Speak with confidence, listen with care and be readily understood
- Explore the effect that your behaviour has upon others
- Learn how to make an impact and the key steps to creating rapport
- Improve your ability to influence and to be more persuasive
- Recognise the different communication styles of others and use this to be more versatile
- Discover different ways to act assertively and to interact with difficult people
- Understand the impact that stress can have upon communication
- Learn and practice methods to deal with conflict
- Learn how to reduce handover risks and contribute more on ward rounds

## Advanced Patient Communication Skills Day

### 08:30 REGISTRATION AND COFFEE

This is an excellent opportunity for course delegates to meet fellow attendees and break the ice before working together throughout the day. This is also an invaluable time to share personal and professional experiences with the tutor and other delegates.

### 09:00 INTRODUCTIONS, COURSE OBJECTIVES AND PERSONAL LEARNING GOALS

The course begins with an opportunity for personal introductions, a presentation of the course aims and objectives and some exploration of your own individual learning goals

### WHAT NEEDS TO BE COMMUNICATED AND WHY?

This session is dedicated to clarifying what it is that both doctors and patients must communicate to each other and what they need from each other.

### CREATING DIALOGUE

During this section of the course the importance and fundamental elements of creating dialogue will be explored including rapport and empathy. The subject of personal awareness is also introduced at this point with processes and actions which can be undertaken to improve this.

### FACTORS AFFECTING COMMUNICATION AND BEHAVIOUR

The factors which generally affect communication and behaviour are introduced and their relevance to patient/doctor interactions brought into focus.

This will include:

- Personal communication styles
- The impact of time pressure
- Assumptions, associations and bias
- The Health Belief Model
- Reasons for patient “non-compliance”



## **COMMUNICATION APPROACHES IN HEALTHCARE**

Communication models are explained and applied to healthcare, considering the flow of communication across the consultation and the importance of summary, recommendations and conclusions.

Key areas in this section include:

- Breaking bad news
- Dealing with complaints
- When and how to say no



## **PRACTICING NEW IDEAS AND APPROACHES**

This practical section gives every delegate the opportunity to share, apply, experiment and test out their individual learning points which had been developed throughout the day in a safe, supportive environment.

## **CONCLUSIONS, ACTION PLANNING AND CLOSE**

The day concludes with some critical reflection, a review of the planned objectives and progress toward individual learning goals.

There will be 15 minute breaks with tea and coffee supplied morning and afternoon plus lunch served during a 45 min-1 hour break. The exact timing of these will be determined on the day.

Day one ends 16:30-17:00 depending on delegate numbers.

## Advanced Team Communication Skills Day

### 8.30 **ARRIVAL & COFFEE**

This time can be used to catch up with other delegates and discuss your thoughts from day one of the course. This is also an invaluable time to ask any questions you may have for our course tutor.

### 9.00 **COURSE OBJECTIVES AND PERSONAL LEARNING GOALS FOR THE DAY**

Day two begins with an opportunity to discuss aims and objectives for the day ahead. This includes an exploration of your own individual learning objectives.

#### **CHARACTERISTICS OF SUCCESSFUL COMMUNICATING BEHAVIOUR**

This session uses a range of activities to explore what is meant by the word 'communication' and what successful communicating looks like.

Topics covered include:

- ▶ Models of communication
- ▶ How behaviour breeds behaviour
- ▶ Rapport and empathy
- ▶ Active Listening

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Mid-morning coffee break (15 mins)

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#### **INFLUENCING OTHERS**

The short refreshment break is followed by a session which centres on the importance of attitude and trust in effectively influencing others. Topics include:

- ▶ Feedback and disclosure
- ▶ Building trust
- ▶ Networking and accessibility
- ▶ Social styles

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Lunch break (45 mins - 1 hour)

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### HANDLING CONFLICT

This session examines why we find some people "difficult" and the importance of understanding context to facilitate communication. The session addresses a range of topics including:

- Conflict - what it is and how it can arise
- Communication under stress
- Assertiveness and aggression
- Practicing different approaches to handling conflict

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Mid-afternoon coffee break (15 mins)

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### EFFECTIVE HANDOVERS

A comprehensive look at the vital role communication plays in effective handover procedures including comparison with other industries and some of the common issues including:

- Process versus people
- Timing issues
- Organisational factors

### SUMMARY AND REVIEW, Q&A AND CLOSE

The course concludes with some critical reflection, a review of the course planned objectives and your own learning goals.

Course ENDS 16:30 - 17:00 depending on delegate numbers.

***Our course content is constantly updated ensuring  
you receive the best and latest information.***

NOTE: *The order of the course days and content may be subject to change.*