



ADVANCED
COMMUNICATION
SKILLS
TRAINING

1-DAY REFRESHER

*FrontLine Communication
has provided services for
Communication Skills Training
for **Health Care Professionals** in
the UK for over 25 years.*

INFO

Advanced Communication Skills Training Refresher

Designed for anyone who has completed ACST

A skills-focused refresher for healthcare professionals who have previously completed ACST

The ACST Refresher Workshop provides past ACST graduates with an opportunity to revisit key concepts, reflect on how their communication has evolved, and further strengthen their skills through practical, scenario-based learning.

Drawing on a blend of well-established communication approaches, FrontLine Communication's own models, and real clinical challenges gathered from participants, this interactive workshop offers a supportive environment to rebuild confidence, sharpen techniques, and reconnect with the purpose-led, relational foundations of advanced communication practice.

Across the day, participants refresh core skills such as structure, facilitating vs blocking behaviours, responding to cues, the Thinking Environment, and emotionally intelligent communication. Through multiple actor-led practice sessions, learners apply these skills to the real conversations they have faced over the last 12 months, gaining constructive feedback and renewed clarity for clinical practice.

This will encourage participants to revisit and apply core ACST frameworks, including purpose-led communication, structure, facilitating behaviours, responding to cues, and creating conditions that support clearer thinking.



One-Day Online Workshop



Mapped to the ACCEND Core Cancer Capabilities in Practice (CiPs)



GMCA ePortfolio ready

LEARNING OBJECTIVES

By the end of the ECST workshop, participants will be able to:

Reflect on and evaluate how their communication has developed since completing the original ACST programme.

Identify and address communication habits that have re-emerged over time, including blocking behaviours or unhelpful conversational patterns.

Practise advanced communication strategies through actor-based scenarios drawn from real challenges faced in the last year.

Use structure and facilitating skills to manage complex, emotionally charged or time-pressured conversations with greater clarity and purpose.

Reconnect with their professional purpose and how they want patients, relatives and colleagues to experience their communication.

Develop a renewed personal action plan during the transfer session, outlining what they will take back into practice and the impact they want this to have.

IMPACT

What some of our recent participants have said...

What did you like about the course?

“ *It was all very good and will be encouraging my colleagues to attend this course and will make a point of doing another refresher course in a few years.*
Breast Care Clinical Nurse Specialist

Impact of the course?

“ *Just a really effective and positive course and brilliant facilitators. Amazing what you forget when your back on a busy ward, I will keep the skills topped up doing the FLC masterclasses throughout the year.*
Gynae-oncology Clinical Nurse Specialist

TALK TO US

Let us know your workforce needs and available budget

We'll build a bespoke, ACCEND aligned

Programme for you

[Book a meeting with our CEO](#)

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FrontLine Communication is the UK's No. 1

Communication Skills & Emotional Intelligence training

provider for the Healthcare sector.

