



**ADVANCED  
COMMUNICATION  
SKILLS  
TRAINING**

**ALLIED HEALTH PROFESSIONALS**

*FrontLine Communication  
has provided services for  
**Communication Skills Training**  
for **Health Care Professionals** in  
the UK, for over 20 years .*

# FRONTLINE WHO?

## THE UK #1 ADVANCED COMMUNICATION SKILLS TRAINING (ACST) PROVIDER

*Designed in partnership with clients, we have now adapted our standard multidisciplinary ACST course, specifically for Allied Health Professionals, with bespoke videos & training to address the key communication challenges they face when dealing with patients, families of patients and colleagues.*

*FrontLine has a long history of providing the 'Connected' ACST for HCPs with our highly trained facilitators and role-play actors, but in 2020 the Covid-19 pandemic caused us to re-think the delivery of that well-established training.*

*Investing heavily in technology and redeveloping the course materials, the 2-day workshop and retraining our facilitators & actors, we created a unique blended learning solution; a combination of video e-learning, 1:1 coaching, and a 2-day online workshop delivered by 5 of our staff to a maximum of 10 participants.*

*This course has produced amazing results across the board, with exceptional feedback from participants, our clients and partners, resulting in winning our category at the 'Learning Technologies Awards' 2023.*

### *Just a few of our extensive team*



**Olivia Corrie**  
CEO & Founder

“ Helping people remember their values, their core purpose in healthcare and reigniting their passion is not just rewarding, it's fun too.



**Bruce Montgomery**  
MBBs, MS, FRCS(Urol)

“ By helping HCP's to develop their skills and gain insight, I hope to improve the care patients receive far more widely than I can do myself!



**Jenny Hadley**  
CNS, Palliative Nurse Educator

“ I am passionate about helping healthcare professionals to challenge themselves, to be the person remembered by patients and families for making a real difference.



**Dr. Emma Jones**  
MBBCh, FRCP

“ Learning from participants as I have facilitated courses has probably been my best training.

# DESIGNED FOR

## ACST for Allied Health Professionals

Our blended learning ACST course for Allied Health Professionals is an adapted version of the ACST course format. The course content is tailored to the role and the communication challenges faced by Allied Health Professionals.

Enables staff to share openly, without judgement, the specific challenges within the role. The mutual understanding of those challenges strengthens the focus and increases the ability to address the issues.

All the workshop role-plays will be relevant, relatable and set at the right level with common ground and language. The group can draw on their expertise and experiences, leading to greater engagement, trust and collaboration, with a freedom from perceived hierarchy and bias.

Develops the skills to deliver constructive feedback, to improve team working and the strategies to address issues within teams in a purposeful and beneficial way.



# BLENDED LEARNING

*We've developed a unique Blended Learning experience*

## E-LEARNING PLATFORM



*2/3 hrs of video based learning on any device, learn at your pace.*

## ROLE-PLAY COACHING



*A 1:1 coaching session to help select your ideal role-play*

## ONLINE WORKSHOP



*2 days of 'Connected' model training, with 5 staff supporting a maximum of 10 delegates.*

# KEY FEATURES

*Unique content designed for training Allied Health Professionals*



## E-LEARNING PLATFORM FEATURES

10x Participants per course, role-play for each

Short days: 09:00 until 14:30

5x Staff on hand: 2x Facilitators, 2x Actors & Zoom Manager

16x bite-sized training videos & reflection questions

4x Role-Play preparation videos and questionnaire

2/3 hours total commitment, 1 month prior to workshop



## ONLINE WORKSHOP FEATURES

# TRUSTED BY

“

*Liv and her colleagues at Frontline Communication are trusted providers of communication skills training. Their experience and expertise means that they provide very high-quality advanced communication skills training, which is well-evaluated by students. Frontline Communications constantly seek to improve their offer, are open and transparent collaborators and are pleasure to work with.*

Verna Lavender

Head of Guy's Cancer Academy UK

Visiting Associate Professor, School of Health Sciences, University of Surrey

Honorary Senior Clinical Lecturer, School of Cancer & Pharmaceutical Sciences, KCL

Immediate Past President, UK Oncology Nursing Society



GUY'S CANCER  
ACADEMY



Frimley Health  
NHS Foundation Trust



CLATTERBRIDGE  
CANCER CENTER



East Suffolk and  
North Essex  
NHS Foundation Trust



ROYAL FREE  
HOSPITALS



Kingston Hospital  
NHS Foundation Trust



PRINCESS ALICE  
HOSPICE



Epsom and St Helier  
University Hospitals  
NHS Trust



University College  
London Hospitals  
NHS Foundation Trust



The Leeds  
Teaching Hospitals  
NHS Trust



Kent and Medway  
Cancer Alliance

# AWARD WINNING

In November 2023, FrontLine Communication won an award for “Best Use of Blended Learning” in the Public & Non-Profit sector.

The award was specifically given to us for the design, application and results of our ACST Blended Learning Course for Healthcare Professionals.

**learning  
technologies**

Awards 2023

Best use of blended learning - public  
& non-profit sector

FrontLine Communication  
ACST Blended Learning  
Course

**AWARD  
WINNER**



# TELL US

*Let us know about your requirements and intentions for AHP staff training.*

*Talk to us about your staff training needs  
or simply book our training*

[Book a meeting with our CEO](#)

[www.frontline-communication.com](http://www.frontline-communication.com)

[bookings@frontline-communication.com](mailto:bookings@frontline-communication.com)

Tel: 0333 050 9479

*FrontLine Communication is the UK's No. 1  
Communication Skills & Emotional Intelligence training  
provider for the Healthcare industry.*

