



# Front|line

Communication

**ADVANCED  
COMMUNICATION  
SKILLS  
TRAINING**  
**FOR CRITICAL CARE**

*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 staff working in Critical Care, with bespoke videos & training to address the key communication challenges faced by staff in that unique working environment.

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 Critical Care

Our blended learning ACST course for roles in Critical Care is an adapted version of the course format. The course content is tailored to the role and the communication challenges faced by those working in Critical Care.

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.

# DEVELOPED WITH



**Guy's and St Thomas'  
NHS Foundation Trust**

Our Critical Care adaptation was built with the support and input of Guy's and St Thomas' (GSTT) staff, who then piloted the course for ten staff members. GSTT has since booked this course for over 150 Critical Care staff.

Together, GSTT and FrontLine produced an ePoster and video submission for the Intensive Care Society's "State of the Art" Congress in 2024 (SOA24), the links are provided below.



[SOA24 ePoster](#)



[SOA24 Video](#)

# BLENDDED LEARNING

*We've developed a unique Blended Learning experience*

## E-LEARNING PLATFORM



1  
MONTH  
PRIOR

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

## ROLE-PLAY COACHING



30 MIN  
1:1  
SESSION

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

## ONLINE WORKSHOP



2-DAY  
WORK  
SHOP

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

# KEY FEATURES

*Unique content designed for training staff in Critical Care*



## 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

**NHS**  
Frimley Health  
NHS Foundation Trust



CLATTERBRIDGE  
CANCER CENTER

**NHS**  
East Suffolk and  
North Essex  
NHS Foundation Trust



ROYAL FREE  
HOSPITALS

**NHS**  
Kingston Hospital  
NHS Foundation Trust



PRINCESS ALICE  
HOSPICE

**NHS**  
Epsom and St Helier  
University Hospitals  
NHS Trust



NORTH LONDON  
HOSPICE



OxCERPC



The ANTHONY  
NOLAN Trust  
*Taking back lives from leukaemia*

**NHS**  
University College  
London Hospitals  
NHS Foundation Trust

**NHS**  
The Leeds  
Teaching Hospitals  
NHS Trust

**NHS**  
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.



# TALK TO US



*Let us know about your ACST requirements and intentions for Critical Care 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 sector.



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