



# ENHANCED 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.*

# INFO

## ECST for Allied Health Professionals

### Patient & Colleague Communication Skills Training Designed for bands 5-6

AHP's are an integral group of the healthcare workforce, playing a crucial role in the delivery of safe and effective care and influencing patient's experiences. Although all HCPs share many common communication challenges, AHPs can face challenges that are different to other healthcare professionals.

Working with our clients, we have successfully piloted, then launched a cost-effective training model for this workforce, utilising many of the same communication models used for other healthcare professions, but with dedicated AHP specific video e-learning modules, rich with valuable training videos and materials.

The e-learning is combined with a 1-day workshop tailored-to-the-group which provides AHPs with opportunity to practice the knowledge gained through the e-learning and embedding the skills for effective communication with both patients and colleagues.

Role-play during the workshop is optional for participants and all role-play demonstrations are bespoke to the groups' learning objectives and cover communication challenges such as: managing teams and staff, providing profession specific AHP advice and guidance to other HCPs, patient assessments conversations and breaking bad news.

#### *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.

# TRAINING DELIVERY

## Our Blended Learning Model

### E-LEARNING PLATFORM



FOR 1  
MONTH  
PRIOR



### F2F/ONLINE WORKSHOP



1-DAY  
WORK  
SHOP



Issued 1 month in advance to the main workshop, contains approximately 1.5 hours of materials, available on any device.

A face-to-face or online workshop that is tailored to the group from answers given in the e-learning

# TRAINING CONTENT

## Overview of the training content



### E-Learning Includes:

Allied HCP Specific Videos

The Drama Triangle

Comm. Skills & Behaviours

Structure a Conversation



### Workshop Includes:

Interactive Training

Bespoke Role-Play Demonstrations

Challenging Communication Scenarios

Empowerment Dynamic



# RESULTS

*Click the link to see a genuine feedback report for one of our customer's AHP staff*

[Click Here To View Live Report](#)

## What did you learn from the e-learning?

“ Advice/guidance re: MDT discussions and how to approach these conversations. Prepped me well for the course, felt the theory and models were useful to learn beforehand and very relevant to the course.

## Impact of e-learning before workshop?

“ Helped prepare me and ensure I was aware of what the course would entail. Found it useful to have some time prior to the course to understand the models (course then consolidated this knowledge).

# TALK TO US

*Let us know about your Allied Health Professional  
requirements and intentions for staff training.*

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

[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.*

