



**ENHANCED
COMMUNICATION
SKILLS
TRAINING
PRO**

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

INFO

Blended Learning Enhanced Communication Skills Training PRO

Designed for Leadership Roles

Healthcare professionals in leadership roles play a critical part in shaping the communication experience of patients and families, as well as confidence and effectiveness of the teams they lead.

The Enhanced Communication Skills Training PRO (ECST-PRO) programme is designed for nurses in leadership positions such as: Shift leaders, ward managers and charge nurses, who are responsible not only for patient care but also for guiding, supporting and influencing others within their teams. Building on over 20 years of FrontLine Communication's work across UK healthcare settings, the programme develops advanced communication skills that extend beyond individual interactions to include leading conversations, managing team dynamics and navigating challenging situations with confidence and clarity.

The training blends video-based e-learning, interactive workshop delivery and bespoke role-play with professional actors, creating opportunities to practise real-world leadership scenarios in a safe and supportive environment.

Drawing on established communication frameworks, contemporary approaches and insights from clinical practice, the course supports leaders to structure complex discussions, balance organisational priorities with patient needs, recognise and address blocking behaviours, and respond effectively to emotional cues in both patients and colleagues. It also focuses on creating psychologically safe environments, enabling open communication, stronger team collaboration and more compassionate, patient-centred care across all clinical settings.



One-Day Online Workshop
with E-Learning



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



GMCA ePortfolio ready

TRAINING DELIVERY

Our Blended Learning Model

E-LEARNING PLATFORM



FOR 1 MONTH PRIOR



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



F2F/ONLINE WORKSHOP



1-DAY WORKSHOP



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:

Real HCP Video Demonstrations

10 Thinking environment components

Comm. Skills & Behaviours

Structure a Conversation



Workshop Includes:

Interactive Training

Bespoke Role-Play Demonstrations

Challenging Communication Scenarios

Wellbeing

LEARNING OBJECTIVES

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

Differentiate between purpose-led and agenda-led conversations, ensuring patients and families feel heard, understood and central to care discussions.

Respond confidently and compassionately to emotional cues, using strategies that support emotional safety, de-escalation and patient autonomy.

Apply a clear conversation structure to enhance clarity, flow, and patient-centred outcomes.

Practise communication strategies through experiential learning, including case-based scenarios and actor-led role-play, to prepare for real-world challenges.

Recognise and reduce blocking behaviours that limit openness or escalate distress, improving trust and relational connection.

Strengthen professional confidence across the nursing pathway, enhancing leadership, collaboration and the ability to support both patients and colleagues in challenging clinical moments.

IMPACT

What some of our recent participants have said...

What did you like about the course?

“ Overall, this course provides you with skills that can be implemented immediately. Whilst the course targets communication, it also promotes wellbeing in particular our purpose and reason for doing our roles. This may be something we forget in the busy world of healthcare but remember why we're doing our jobs and being able to actively consider that before and during conversations with patients and our colleagues makes a huge difference. Thank you
Dietitian

Impact of the course?

“ Participants were given a safe space to ask any questions, express their opinions and be able to role play without judgment. The facilitators were incredibly knowledgeable and engaging. They brought a wealth of real-world experience to the course, offering practical insights and examples that made the material both relatable and applicable
Doctor

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.

