



# Frontline

Communication

## ENHANCED COMMUNICATION SKILLS TRAINING

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

# INFO

## Enhanced Communication Skills Training

Designed for bands 2-5

HCP at every level play a vital role in shaping the communication experience of patients and families. Building on over 20 years of FrontLine Communication's work across UK healthcare settings, the ECST programme provides nurses with the confidence, clarity and practical skills needed to navigate difficult conversations, respond to emotional distress, and support safe, compassionate clinical decision-making.

The training blends video-based e-learning, interactive workshop delivery, and bespoke role-play using professional actors.

It combines well-established communication approaches, new and contemporary methods, and FrontLine Communication's own models—alongside insights developed directly with nurses who manage complex communication scenarios every day.

Participants learn how to balance purpose-led conversations with patient needs, structure challenging discussions, recognise and reduce blocking behaviours, respond effectively to emotional cues, and build psychologically safe interactions with patients, families and colleagues across all clinical environments.



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:

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.*

