ENHANCED TELEPHONE COMMUNICATION SKILLS

FrontLine Communication

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

INFO

Enhanced Telephone Communication Skills

Designed for bands 3-8

The way healthcare professionals connect with patients is changing. With the increasing use of telephone and video consultations alongside traditional face-to-face appointments, healthcare providers face a unique set of challenges: the absence of body language, difficulty building rapport, limited control of the patient's environment, and the added complexity of technology.

This course is designed to equip healthcare professionals with the skills and confidence to navigate these challenges effectively. By blending emotional intelligence training with proven communication theory and hands-on online practice, participants will learn how to conduct sensitive and meaningful conversations in remote settings.

This course equips Healthcare Professionals with the skills and confidence to deliver effective, compassionate, and structured telephone consultations. Participants explore the challenges of remote communication and learn practical tools such as the Thinking Environment, conversation structures, and facilitating behaviours.

Through role-play, reflection, and interactive exercises, the course builds confidence in managing strong emotions, creating purposeful conversations, and ensuring patients and relatives feel heard, respected, and supported. This course is fully tailored to the challenges, responsibilities and level of complexity within each role of those attending.
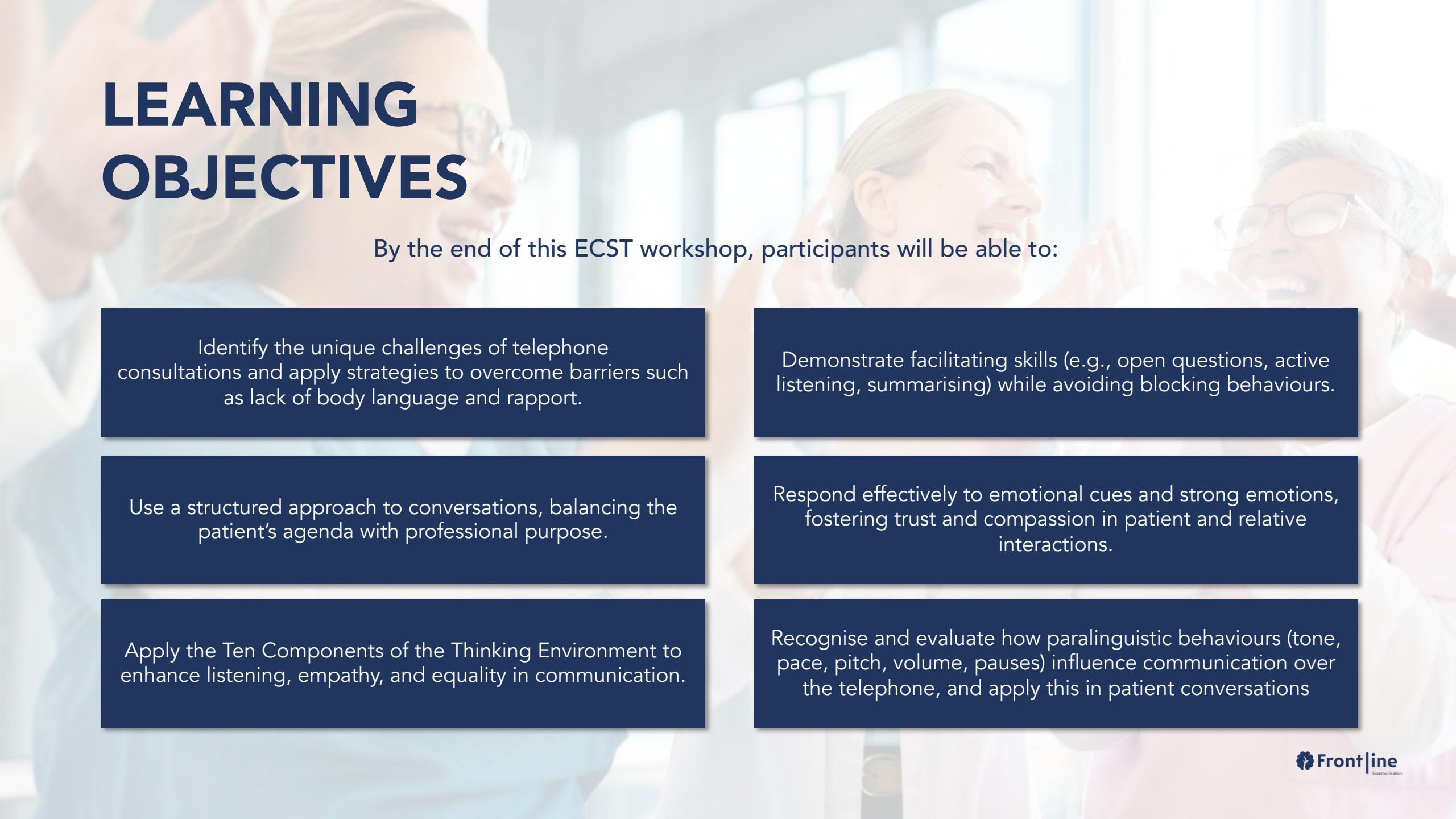
One-Day Online Workshop

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

GMCA ePortfolio ready

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LEARNING OBJECTIVES

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

Identify the unique challenges of telephone consultations and apply strategies to overcome barriers such as lack of body language and rapport.

Demonstrate facilitating skills (e.g., open questions, active listening, summarising) while avoiding blocking behaviours.

Use a structured approach to conversations, balancing the patient's agenda with professional purpose.

Respond effectively to emotional cues and strong emotions, fostering trust and compassion in patient and relative interactions.

Apply the Ten Components of the Thinking Environment to enhance listening, empathy, and equality in communication.

Recognise and evaluate how paralinguistic behaviours (tone, pace, pitch, volume, pauses) influence communication over the telephone, and apply this in patient conversations

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IMPACT

What some of our recent participants have said...

What did you like about the course?

" *I really appreciated the course. The course demonstrated excellent communication throughout from booking it to end. The facilitators showed strong communication skills , ensuring everyone felt safe and supported. I feel I got a lot of learning from the course and will definitely apply it to practice. Thank you!*
LUNG CNS

Impact of the course?

" *I have been to lots of communication courses and this has been the first one I have attended that has actually targeted my role. Even more impressive that we are all in different sectors completely yet we were able to connect and work together as it was relevant to everyone. It was very enjoyable and engaging. I found this massively helpful and have come away with lots of reflection and this course can only help improve the way I manage our calls which in turn gives the patient a more positive experience. I can't wait to try out my new techniques.*
CDU Hotline Team

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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.

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