Front|ine
Communication

FACILITATION SKILLS TRAINING:
PATIENT WORKSHOPS

*FrontLine Communication has provided services for **Communication Skills Training** for **Health Care Professionals** in the UK for over 20 years.*

INTRO

Facilitation Skills Training for delivering Patient Workshops

FrontLine Communication designed this programme in response to the growing need nationally, for high-quality, patient-centred workshops within cancer services. First piloted in 2023 with Kent & Medway Cancer Alliance, the course draws on over 20 years of FrontLine's expertise in communication, facilitation and experiential learning.

The requirement for staff across bands and professions to design and deliver Patient Workshops has increased significantly across NHS cancer services. This programme prepares professionals who are either planning, developing or actively delivering workshops as part of personalised follow-up pathways

Through this blended learning programme participants receive structured guidance in workshop design, preparing materials, patient communication, data collection, safety, governance and scope-of-practice expectations. The e-learning component is available for 12 months, supporting staff as they refine and implement their workshops in practice.

Using experiential activities, group discussion and tailored role-play with professional actors, learners build confidence in facilitating group conversations, managing diverse needs, handling challenging scenarios and creating psychologically safe environments for patients.

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

Mapped to ACCEND Knowledge levels (Foundations or Fundamentals)

Suitable for small teams, whole departments or system-wide rollouts

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E-LEARNING

A brief look at the e-learning content

Introduction, materials & model

Facilitation Skills

Face-to-Face specific training

Online specific training

Microsoft Teams and more…

Workshop Design

Agenda & Structure

PowerPoint & Media

Evaluation capture and more…

Workshop Delivery

Group Dynamics and more…

Optional Module: **Developing Guidelines**

Patient Invitations / Governance…

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TRAINING DELIVERY

Our Blended Learning Format

ELEARNING PLATFORM

FOR 1 MONTH PRIOR

Issued 1 month in advance to the main workshop, with bite sized videos and modules to complete at their own pace.

+

ONLINE WORKSHOP

4-HOUR WORK SHOP

Held approximately a week before the main workshop, participant e-learning review, PowerPoint development, facilitation theory, workshop preparation.

+

MAIN WORKSHOP

1-DAY WORK SHOP

An online* or face-to-face workshop for specific delivery skills, scenarios role-played to embed communication & facilitation skills

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FEEDBACK

Our favourite quote from the pilot course

> " *I thoroughly enjoyed this excellent course facilitated by the wonderful Olivia who demonstrated her great skills of facilitating and was a great role model. I was most impressed by Olivia's listening skills and constructive feedback.*
> *I was extremely apprehensive about role play but I was put greatly at ease by the friendly support of the actors who were smiley, warm and welcoming throughout.*
> *I learnt so much on this course by the tips and techniques introduced by Olivia and by the input of my fellow participants. Having attended this all round five-star course, I feel significantly more confident to embark on launching patient workshops within my team. Thank you so much*
>
> *Macmillan Urology Cancer Support Worker`*

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TELL
US

Let us know about your Patient Workshop requirements and intentions for staff training.

Talk to us about your staff training needs

or simply 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 industry.

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