



# Frontline

Communication

## PERSONALISED APPROACH TO CANCER CARE

NOW 3-Day Course



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

# INTRO

## Personalised Approach to Cancer Care For Supportive and Assistive Staff

Introducing an Exciting 3-Day Training Model, Developed by Frontline in Collaboration with Sharon Rowe!

We are excited to introduce a transformative three-day flexible training programme specifically designed to empower healthcare staff with the skills they need to engage with people affected by cancer. This training combines Sharon Rowe's renowned expertise as a leading cancer educator and course creator and Frontline's proven success in delivering Enhanced Communication Skills Training (ECST) to supportive and assistive teams.

This course ensures your staff receive practical, comprehensive training aligned with the NHS ACCEND framework, which will have a tangible impact on personalising cancer care delivery.

Each day of the programme has been mapped against the ACCEND Core Cancer Capabilities in Practice (CiPs) and has their own unique course certificate.

Participants can record each day of learning using the Greater Manchester Cancer Academy ePortfolio Platform.

### Tailor Your Programme

Commission any of the one, two or three of the training days from the programme. With this flexibility you can choose what is right for your staff, budget and training needs. Run your chosen structure consecutively or over extended dates.

*Just a few of our extensive team*



**Olivia Corrie**  
CEO & Founder

“ Helping people remember their values and core purpose in healthcare and reigniting their passion is not only rewarding but also fun.



**Sharon Rowe**  
Cancer Educator & Course Creator

“ I'm committed to making cancer less confusing and ensuring personalised care is at the heart of every patient interaction



**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.



**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!

# OUTLINE



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DAY 1	DAY 2	DAY 3
<b>Cancer 101</b> <i>Knowledge and Skills for the Supportive Workforce</i>	<b>Enhanced Cancer Communication</b>	<b>Psychological Skills Level 1+</b>
Staffed by: 1x Facilitator 1x Patient Journey 1x Zoom Manager	Staffed by: 2x Facilitators 1x Actor	Staffed by: 2x Facilitators 1x Zoom Manager

## Structure

14 x delegates per course / training day  
Online via ZOOM  
09:00 to 16:00  
Staff self-registration option  
Pre-course questionnaire  
Role-Plays bespoke to the group

## Tailor Your Programme

Commission any of the one, two or three training days from the programme.  
Run your chosen structure consecutively or over extended dates.

# DAY 1

## Cancer 101

*Knowledge and Skills for the Supportive Workforce*

### About

This course is for the supportive and assistive workforce. It helps the understanding of the supportive roles in cancer care; it will explore the inequity in cancer care and go through the patients journey so you can centre them in their care, as well as looking into the ACCEND framework and the implications. It is a separate course on its own that includes a certificate.

### Content

- Understanding Supportive Roles in Cancer Care
- The ACCEND Framework - Implications for the Supportive/Assistive Workforce
- Cancer and Cancer Treatments
- Exploring Inequity in Cancer Care and Potential Solutions
- A Patient's Journey: Uncovering the Essence of Person-Centred Care
- Challenges in the Role and Self-Care

# DAY 2

## Enhanced Cancer Communication

### About

This course is based on our Enhanced Communication Skills Training course for intermediate banded staff and adapted for supportive and assistive staff. Bringing communication skills and models appropriate for cancer care and the staff level. It is a separate course on its own that includes a certificate.

### Content

- Pre-course questions exploring participant communication challenges
- Explore purpose vs agenda led conversations
- Facilitating skills and blocking behaviours
- Conversation structure
- Group discussions
- Interactive exercises
- Experiential learning using forum theatre
- Bespoke scenarios for group's learning objectives

# DAY 3

## Psychological Skills Level 1+

### About

This course is everything in a Psychological Skills Level 1, and more. Not only does it equip health and social care workers with the knowledge and confidence to recognise and respond to patient's emotional needs, but also focuses on the wellbeing of the workforce, promoting a healthier, more compassionate care environment for all. Also trains staff in next level psychological signposting. It is a separate course on its own that includes a certificate.

### Content

- NICE four-level model for psychological care in cancer
- The distress continuum
- Evolution of the human mind
- What might trigger the treat system in cancer
- Anxiety – what is it?
- Screening tools
- Recognising and managing compassion fatigue
- Practicing effective self-care and emotional regulation
- Building resilience through decompression techniques and healthy boundaries

# TRUSTED

## Cancer Alliances already using our courses

At FrontLine, we are proud to co-develop the training that meets the needs of Cancer Alliances.



Guy's Cancer Academy



Participants can also register their certificates with



Greater Manchester Cancer  
ePortfolio

# FEEDBACK

## What participants are saying about the training and its impact

**“** Day one has been very well thought out. I thought a lot of it would go over my head and not be relevant to my role, but it was designed so we could all voice our opinions and experiences to make the most of the day. It flew by and I look forward to day two!

Day 1 - December 2024

**“** I thoroughly enjoyed this course thank you for your brilliant content and delivery. I've taken away so much that I will use in my conversations with my patients which I'm sure will help support them better on their journey

Day 2 - November 2024

**“** I really enjoyed how the day one course was structured. The mix of Sharon presenting with slide shows and then mixing in to groups and sharing was really good and kept me very engaged.

Day 1 - December 2024

**“** The Facilitators were very good, made everyone feel comfortable and at ease. Encouraged all to take part, but didn't pressure anyone to join in.

Day 2 - November 2024

**“** I plan to use the ACCEND Framework to look into career progression and make a bigger difference.

Day 1 - December 2024

**“** Listening and learning from others in a similar role has really helped me to understand why my role is so important

Day 1 - December 2024

# TALK TO US

*All our courses are mapped to the ACCEND Core Capabilities in Practice (CiPs)*

*To see our ACCEND documents or details on our Enrolment Management Service  
[click here](#)*

*Or contact us to discuss your needs*

[Book a meeting with our CEO](#)

[www.frontline-communication.com](http://www.frontline-communication.com)

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FrontLine Communication is the UK's No. 1  
Communication Skills & Emotional Intelligence training  
provider for the Healthcare sector.

