

**NEW  
BLENDED LEARNING  
ADVANCED  
COMMUNICATION SKILLS**

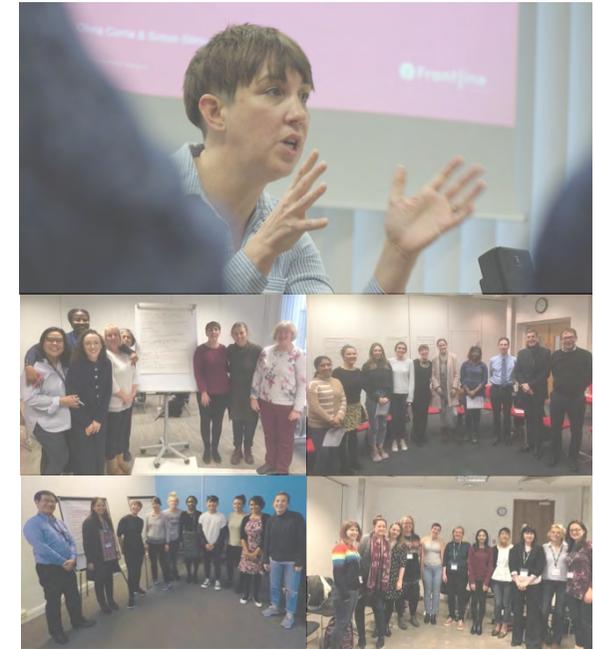
*FrontLine Communication  
are the No. 1 provider of  
**Advanced Communication  
Skills Training** in the UK.*

# ABOUT OUR COMPANY

With over 20 years leading in the area of delivering Communication Skills Training for numerous NHS/Health Care partners, supplying the highest quality facilitators & role-play actors. We continue to develop and deliver the best.

FrontLine was founded as an outcome of the original 'connected model' research, the only UK clinical study on communication skills training.

We are proud to announce a new, highly effective, Blended Learning ACST model; combining a 2-day online workshop with a wealth of eLearning content, specifically designed to improve the participant engagement. Communication Skills Training has come of age.



Kate Butcher: Education Lead

// We have been using FrontLine for several years now and are more than satisfied with the quality, we are delighted to be working on new ventures together, the creative element from FrontLine is invaluable and refreshing.....



Marilyn David: Associate Director

// We have used FrontLine for a number of years to help us plan and deliver communication training for our staff and external candidates. The team have been extremely easy to work with as they take time to listen to our ideas.....



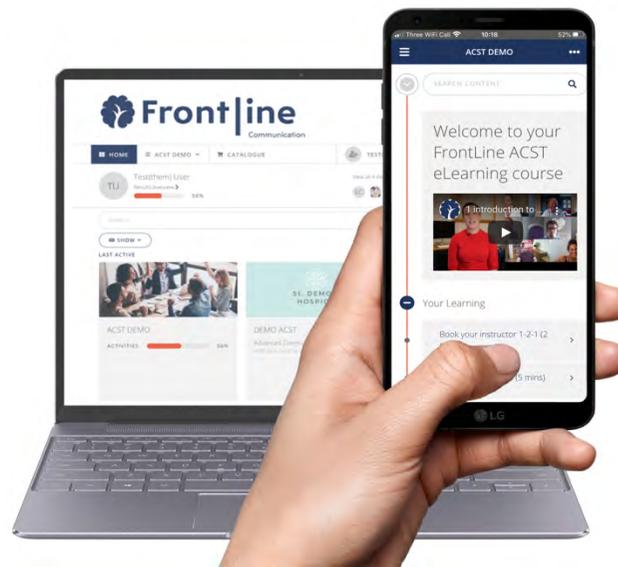
Kay Daley: L & D Administrator

// WE have been using FrontLine to deliver our ACST for the last 8 years and the training has been first class. We have consistently received excellent feedback from the participants...

# THE NEW WAY

## OUR NEW PLATFORM

## SO, NO MORE:



- Venue booking & costs
- Catering & refreshment costs
- Transportation concerns
- Participant accommodation
- 8-hour days on-site
- Emailing & chasing
- Course materials printing
- Projector/Screen issues
- Actors/Facilitators travel & accommodation fees
- Feedback forms; printing & scanning



FRONTLINE has a new LMS, hosting all our new blended learning training. It is user friendly, interactive and immersive. Hosting all the live online workshops and coaching sessions, everything is now in one place!  
FLC training has now become paperless.



*"It was very useful to cover the e-learning before the online workshop. It gave me a chance to get into the topic and reflect on my own communication. It helped me to be clear about my learning objectives for the 2-day workshop which I was supported to achieve"*  
Specialist Registrar Palliative medicine

# ACST PROGRAM OUTLINE

## THREE EASY STEPS FOR LEARNERS



### ELEARNING PLATFORM (Pre-course)

- Users log in to our platform and are presented with the relevant course
- All course workbooks and handouts are available to download
- Participants can watch the training videos and reflect at their own pace
- Automated notification prompt participants if they're behind
- Multiple Facilitator 1-2-1 online meetings are offered per course
- Direct access to the online workshop via the platform
- Participant discussions via the platform



### ONLINE WORKSHOP

- Professional online workshop hosted via Zoom with our facilitators
- High quality ACST course effectively delivered online with our Actors
- Breakout rooms for the smaller group discussions.
- Zoom meeting managed seamlessly with dedicated Zoom managers
- Role-Play scenarios pre-scoped during eLearning stage, saving time
- Live online situation role-play based on the group's communication challenges. Participants are actively involved in same way as in-person

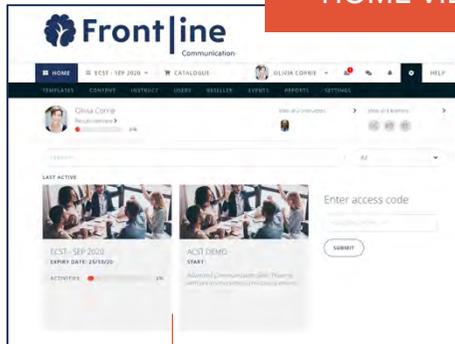


### ELEARNING PLATFORM (Post course)

- Our online feedback form makes it easy for participants
- Automated Certificate of attendance in your existing format.

# OUR NEW PLATFORM

## HOME VIEW



Multiple Courses can be presented to participants over time

The features shown is a full blended learning ACST course with 1-2-1 meeting options. Courses can be configured with or without any item

"Continue With" bar lets participant jump to position in course

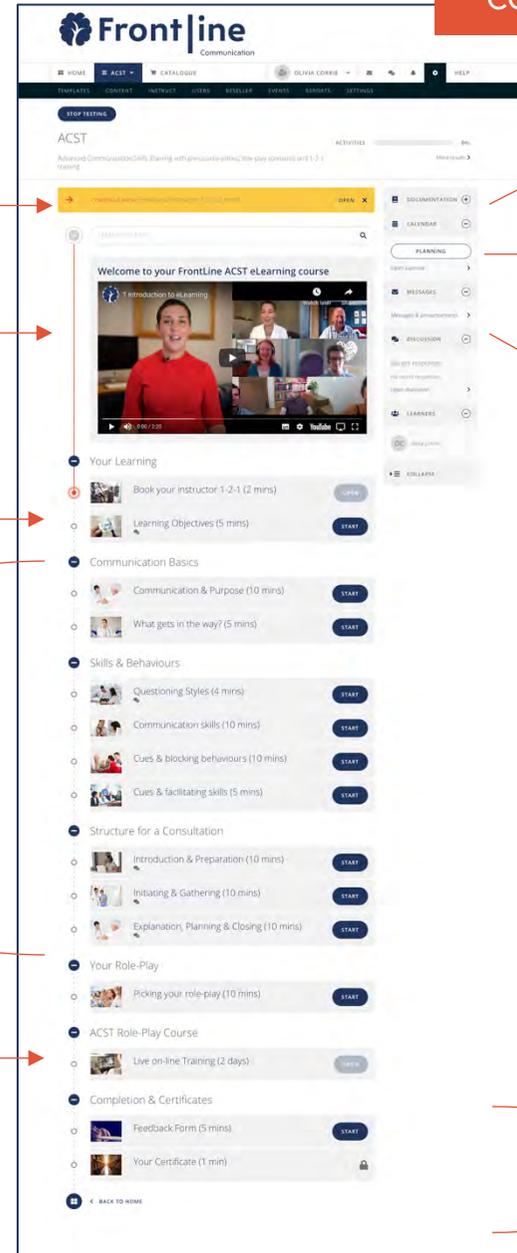
Introduction Video Example here

Book 1-2-1s and connect via "Join" button & Set Learning Objectives

Communication Skills Videos & Reflection questions

"Join" the Workshop, directly in to Zoom meeting

## COURSE VIEW



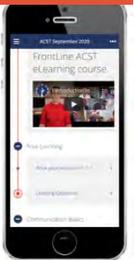
Course Documentation available to download

Planning Calendar allows participant to schedule their course

Group Discussion Individual messaging to Learners & Facilitators

## APP VIEW

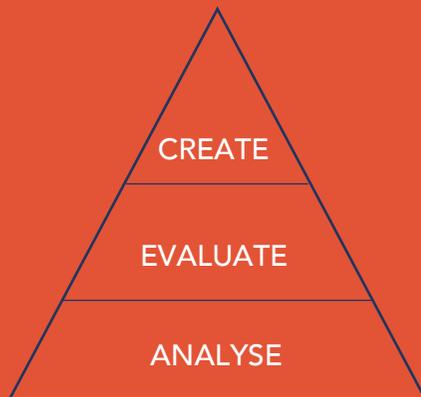
All courses available via the app too, so learning can be done on the go



Post Course feedback & certification

# OUR ACST eLearning Content

FRONTLINE have produced a series of short videos. Containing both detailed training information & demonstration role-plays, all with genuine HCPs. Each video is followed by a set of reflection questions, focusing on the advanced levels of Bloom's taxonomy:



## eLEARNING VIDEO CONTENT

### COMMUNICATION BASICS



Communication & Purpose



What gets in the way?



What do patients want and need

### SKILLS & BEHAVIOURS



Questioning Styles



Communication skills



Cues & blocking behaviors



Cues & facilitating skills

### STRUCTURE FOR A CONSULTATION



Introduction



Preparation



Initiating



Gathering



Explanation



Closing

## YOUR OPTIONS FOR USE

### eLearning up to Band 6 Intermediate

- The eLearning can be used as a stand-alone Communication Skills Training course for intermediate learners.
- Questions and assignments focus on the Remember, Understand and Apply levels of Bloom's taxonomy.
- Course material can be completed online in timescales set by your organisation, with support from line managers.

### Blended learning for Band 7+ Advanced

- eLearning starts 4 weeks prior to an online workshop.
- Online workshops include individual role-play session focusing on communication challenges brought by the participant
- Participants receive 1-2-1 with facilitators to support them to choose a scenario that will enable them to meet their learning objectives

# FEEDBACK: REPORTING & ANALYSIS

When clients opt to use our electronic feedback form, the data given for each course by each participant can be collected centrally and provide useful data for Training Providers.

FrontLine produce reports & analysis for many of our customers, these reports are often used for validating the work, expanding the remits and help to set budgets too.

## COURSE REPORT



## ANNUAL ANALYSIS



# OUR FACILITATORS

Olivia has been involved in delivering Advanced Communication Skills Training with senior HCP for over 20 years.

She brings her qualifications and experience within emotional intelligence, coaching, theatre arts and filming making to the design and delivery of all FLC courses

“I believe that ACST experiential learning empowers HCPs to increase their job satisfaction and wellbeing”

*Director & Founder  
Olivia Corrie*

WHO  
WILL YOU  
BE...



*Course Facilitator & Developer  
Dr. Bruce Montgomery*

TOUCH  
LIVES  
ONLINE...

Bruce became a consultant Urologist in 1994 and held roles such as department lead and surgical director. He developed an interest in communication skills training and trained as a Connected ACST facilitator in 2003. He has subsequently become one of FrontLine’s lead facilitators and was part of the online development team for our new ACST model.

“I am passionate about effective communication and the relational aspects of working in Health Care. I believe that delivering FLC course will influence patient care more widely than I ever did as a clinician”

# OUR ACTORS

We have trained and maintained a large actor pool across the UK spanning over three decades. Our actors are highly experienced in delivering role-play scenarios within Health Care settings, from medical exams to end-of-life conversations. A growing pool of our actors are now trained to deliver on-line role-plays to our high standards, continuing to give HCPs the opportunity to practice skills and strategies in a safe supportive setting.



**GENUINE FLC  
REGISTERED  
ACTORS**



**THANK YOU**

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

0333 050 9479

*FrontLine Communication is the UK's no. 1 ACST  
program delivery company and is excited to offer  
this new, modern and effective approach. If you're  
interested in the possibilities, please contact us.*