



Frontline

Communication

Communicating with CARE

Confidence, Awareness, Rapport &
Empathy

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

Online interactive workshop

A NEW WAY TO IMPACT & UPSKILL HCPs

Communicating with CARE is now online.

This four-hour interactive workshop can be delivered to a max of 20 participants. Giving everyone the opportunity to learn through interactive exercises, group discussion and practice.

This course is adapted for every group, to address the specific communication difficulties they face.

All Training Workshops are hosted by:

- **FLC ACST Facilitator**
Drawing from our pool of Advanced Communication Skills Facilitators, you are in good hands
- **Experienced ACST Actor**
With our Advanced Comm. Skills trained Actors, the training will be brought to life

COURSE CONTENT

- Identify the values and qualities that are important to the participants in their professional role, that underpin how we communicate.
- Theory on effective and ineffective communication
- Group discussions
- Interactive exercises
- Experiential learning using forum theatre

LEARNING OUTCOMES

- To increase awareness of own communication skills
- To explore strategies to improve quality of communication
- To increase confidence in responding to difficult communication situations
- To enhance inter-professional communication
- To leave with a toolbox of strategies and skills to use in practice.

BEST VALUE

Buy an EVENT for your staff only

- *Traditional PO number/invoice model between FLC and Client*
- *Courses organized and marketed by Client*
- *Client can swap people up to the day of the workshop.*
- *£1000.00 + vat for 20 HPC (that's £50 per HCP!)*
- *Participants complete FLC event registration so that each event can be bespoke to the groups needs*

Bespoke your Event

below are example of workshop topics we have delivered for other NHS trust, hospices and private health care companies

- *Communications Skills Development*
- *Creating a thinking environment*
- *Breaking Bad News*
- *Virtual consultations*
- *Dealing with strong emotions*
- *Giving an update to a relative*
- *Treatment escalation plans & DNACPR*
- *Challenging conversations with colleagues*
- *Managing a complaint*
- *Developing Emotional Intelligence*
- *Unconscious bias*
- *Building emotional resilience*
- *Learning from a complaint*
- *Discharge planning*

PARTICIPANT VIEW...

What impact do you see this training having on your job?

20 out of 20 answered



THANK YOU

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FrontLine Communication is the UK's no. 1 ACST program delivery company, we are excited to offer a new, modern and effective approach to learning. If you're interested in any of our training opportunities, please contact us.