



Frontline

Communication

TRAINING THE FACILITATORS

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

ABOUT THE TRAINING

3 DAYS ONLINE

This three-day training will give you the opportunity to learn and develop your skills in designing and delivering interactive, experiential communication skills training. Both online and F2F.

Why training with FrontLine? We are the No. 1 provider of ACST training in the UK. Delivering training to more than 500 HCPs per year

This training is suitable for all Senior health and social care professionals, managers and educators delivering communication skills training

Pre-requisites Attendees will have undertaken a 2-day Advanced Communication Skills Training Workshop in the last 5 years

Or a thorough knowledge of the key communication skills and principle

LEARNING OUTCOMES

- Know how to create a thinking environment both F2F and online
- Identify and practice key facilitating skills
- Now how to always 'model the model'
- Know how to design interactive and experience learning sessions
- Know how to work with a group and manage group dynamics
- Have facilitators reflection and development tools and models to use
- Know best practice for role-play
- Imbedded learning through practice sessions

E-LEARNING

FrontLine ask all participants to complete the ACST e-learning as a learner and review the platform as a facilitator

Day 1

Developing The Facilitator

- What is a facilitator?
- Creating a thinking environment
- What gets in the way?
- Being in the empowerment dynamic
- Modeling the model
- Review of the e-learning

Day 2

Designing And Delivering Interactive Learning

- What is experiential learning?
- ACST learning models
- Kolb's learning cycle model
- Blended learning
- Group dynamics
- Applying day 1
- Practice sessions

Day 3

Facilitating Role-Plays

- The purpose of role-play
- The role of the actor
- Setting up a role-play
- Managing a role-play
- Role-play feedback
- Completing a role-play
- Practice sessions

PRICING & DATES

THE FULL 3 DAY PROGRAM

£1000 +Vat per delegate

ATTEND ANY DAY AS STAND ALONE TRAINING DAY

£450 + Vat per delegate

2021

25th October DAY 1
26th October DAY 2
8th November DAY 3

2022

1st February DAY 1
2nd February DAY 2
9th February DAY 3

DOES THIS TRAINING ACCREDIT YOU TO DELIVER ACST?

Your Trust/ Organization will have to decide to what level you need to be trained as facilitators to be accredited to deliver ACST

We recommend that all facilitators are given their own personalised training plan to becoming ACST accredited, as everyone needs to be supported differently.

FLC BEST PRACTICE FOR ACST ACCREDITATION

We require all our ACST facilitators to:

- Shadow other facilitators before attending TTF
- completed all three TTF workshop days at level 1
- commit to FLC 12-month facilitator development program
- Deliver a minimum of 4 ACST courses per year
- Commit to completing level 2 TTF within three years

FLC FACILITATOR DEVELOPMENT PROGRAM

Continuous rolling support is offered to facilitators after the course.

2-hour UPSKILL workshops are offered every month.

Facilitators can learn new models or gain a deeper understanding of the models used in ACST.

Continually develop the skills of facilitating

VIDEO TESTMONIAL FROM ONE OF OUR FACILIATORS HERE

THANK YOU

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